

Policies, Strategies and Plans 2014-15

. Strategy (S), Toolkit (T), Framework (F), Plan (PL), Guidance/ Procedure (G)

Document Title	Brief Overview	Constitutional, Corporate, Internal or Service	Publication Date	Last Reviewed	Next Review Date	Document Type*	Service	Head of Service
Communications								
Communications Strategy	Being updated in line with the new administration	Internal	2011/14	2011/12	2014/15	S	Communications	Mark Leech
The Way Forward	Sets out the direction of the Council over the next few years	Internal	2013	N/A	N/A		Communications	Mark Leech
Customer Services								
Customer Service Strategy	TBC	Corporate	TBC	TBC	TBC	TBC	Customer Services	Caroline Woolf
Policy & Performance								
Corporate Plan	Sets out the vision, goals, strategic outcomes, key actions and performance indicators for the Council	Constitutional	2011-14	Sep-11	2013/14	PL	Policy & Performance	Phillipa Brent-Isherwood
Corporate Plan on a Page	Sets out the vision, goals, strategic outcomes, key actions and performance indicators for the Council	Constitutional	2014-15	Jan-14	2015/16	PL	Policy & Performance	Phillipa Brent-Isherwood
Consultation Policy	Guidance for staff when going out to consultation	Internal	Mar-14	Mar-14	Jan-16	S	Policy & Performance	Phillipa Brent-Isherwood
Consultation Toolkit	Toolkit to help staff create better consultations	Internal	Aug-12	2013/14	2015/16	T	Policy & Performance	Phillipa Brent-Isherwood
Policy & Strategy Development Framework	Sets out what staff should consider when writing a policy or strategy and the processes and procedures that should be followed	Internal	Jun-14	New	Mar-15	F	Policy & Performance	Phillipa Brent-Isherwood
Corporate Performance Framework	Sets out the Council's approach to Corporate Performance Management and how this fits with other Council documents	Internal	Jun-12	2011/12	2014/15	F	Policy & Performance	Phillipa Brent-Isherwood
Data Quality Strategy	Data Quality arrangements for Corporate Performance Indicators	Internal	2012	2012/13	2014/15	S	Policy & Performance	Phillipa Brent-Isherwood
One Source								
Asset Management								
Corporate Property Strategy		Corporate	TBC	TBC	TBC	S	Asset Management	Mark Butler
Asset Management Plan	Council policies and guidelines in respect of the management of land and property assets	Corporate	2013	2013	TBC	P	Asset Management	Mark Butler
Business Systems								
ICT Roadmap		Internal	TBC	TBC	TBC		Business Systems	Geoff Connell
Business Systems Policy		Internal	TBC	TBC	TBC	P	Business Systems	Geoff Connell
Printing Strategy		Internal	TBC	TBC	TBC	S	Business Systems	Geoff Connell
Web Strategy		Internal	TBC	TBC	TBC		Business Systems	Geoff Connell
Health & Safety Strategy		Corporate	TBC	TBC	TBC	S	Corporate Health & Safety	Geoff Connell
Service Level Agreement		Internal	TBC	TBC	TBC		Business Systems	Geoff Connell
Exchequer Services								
Financial Inclusion Strategy		Corporate	2012	TBC	TBC	S	Exchequer Services	Sarah Bryant
Corporate Complaints Strategy		Corporate	TBC	TBC	TBC		Exchequer Services	Sarah Bryant

Debt Management Strategy		Corporate	TBC	TBC	TBC		Exchequer Services	Sarah Bryant
Financial Services								
Medium Term Financial Strategy		Corporate	TBC	TBC	Annual	S	Finance & Procurement	Deborah Hindson
Treasury Management Strategy		Corporate	Cabinet & Council Feb-11	TBC	Annual	S	Finance & Procurement	Deborah Hindson
Procurement Strategy	How procurement priorities contribute to achieve our Strategic Vision	Corporate	TBC	TBC	2014	S	Finance & Procurement	Deborah Hindson
Financial Procedure Rules (Constitution Part 4)		Constitutional	2012	TBC	TBC		Finance	Deborah Hindson
Contract Procedure Rules	Rules to govern how we procure goods and services to make the most effective and efficient use of resources	Corporate	Refreshed for 2012	TBC	2014		Finance & Procurement	Deborah Hindson
Internal Audit Strategy		Corporate	Mar-13	2012/13	2013/14	S	Finance & Procurement	Deborah Hindson
Internal Audit Plan		Corporate	Apr-13	2012/14	2013/15	PL	Finance & Procurement	Deborah Hindson
Internal Audit Charter and Terms of Reference		Corporate	May-13	2012/15	2013/16	G	Finance & Procurement	Deborah Hindson
Anti Fraud and Corruption Strategy		Corporate	Jun-13	2012/16	2013/17	S	Finance & Procurement	Deborah Hindson
Audit Manual		Internal	n/a	2011/12	2013/14 (March)	G	Finance & Procurement	Deborah Hindson
Fraud Manual		Internal	n/a	2011/12	2014/15	G	Finance & Procurement	Deborah Hindson
Sanctions and Redress Policy (Prosecution Policy)		Corporate	n/a	2012/13	2014/15	P	Finance & Procurement	Deborah Hindson
Bribery Policy		Corporate	TBC	n/a	2012/13 - created	P	Finance & Procurement	Deborah Hindson
Whistleblowing Policy		Corporate	May-13	NK	2013/14	PL	Finance & Procurement	Deborah Hindson
Risk Management Strategy		Corporate	Feb-13	2012/13	2013/14	S	Finance & Procurement	Deborah Hindson
Money Laundering Policy	This Strategy aims to maintain the high standards of conduct which currently exist within the Council by working together to prevent and detect criminal activity through money laundering. It sets out the requirements which must be followed to enable the Council to comply with its legal obligations, and the guidance provided by CIPFA.	Corporate	Apr-12	2012/13	2013/14	P	Finance & Procurement	Deborah Hindson
Legal & Democratic Services								
Corporate Enforcement Policy		Corporate	2012	TBC	TBC	S	Legal Services	Graham White
Strategic HR and OD								
People Strategy	This defines the Council's overall approach to people and change management	Internal	Mar-12	n/a	2014	S	Strategic HR & OD	Caroline Nugent
OD strategy	This defines the Council's overall approach to people and change management	Internal	Oct-13	TBC	2016	s	Strategic HR & OD	Caroline Nugent

Learning & Development Strategy	This section provides information about the Council's Learning and Development (L&D) provision. It includes information regarding different types of L&D solutions, how to choose the most appropriate solution, applying new skills in the workplace and evaluation.	Internal	Aug-12	TBC	2014	S	Strategic HR & OD	Caroline Nugent
Employee Engagement Strategy	Presents an overview of the way that Havering Council aims to relate to its workforce	Internal	2014	TBC	2014	S	Strategic HR & OD	Caroline Nugent
Resourcing Strategy		Internal	2014	TBC	2014	S	Strategic HR & OD	Caroline Nugent
Code of Conduct	This document sets out our expectations for all employees across the Council.	Internal	TBC	TBC	2013	p	Strategic HR & OD	Caroline Nugent
People Performance Framework	This document sets out our vision for managing and driving performance improvement across the Council.	Internal	Jun-11		2014	F	Strategic HR & OD	Caroline Nugent
Reward and Recognition Strategy	Not yet available	Internal	2014		2014	S	Strategic HR & OD	Caroline Nugent
Probation Policy	It is the Council's policy to operate probationary periods for all employees who are new to the employment of the London Borough of Havering	Internal	2011		2014	P	Strategic HR & OD	Caroline Nugent
Recruitment & Selection Policy	The process of recruitment and selection must be fair, systematic, efficient and effective and must ensure equality of opportunity. Appointments must be made in accordance with all relevant statutory obligations, codes of practice, and the processes and procedures contained within this document	Internal	2011		2014	P	Strategic HR & OD	Caroline Nugent
Grievance Policy	The aim of this policy it to help resolve grievances, which employees may have about their employment, promptly and fairly and as near as possible to their point of origin.	Internal	2011		2014	P	Strategic HR & OD	Caroline Nugent
Harassment and Bullying at Work Policy	Any bullying and harassment of staff is totally unacceptable and will not be tolerated by the Authority. Havering would expect that complaints relating to unfair treatment will be dealt with quickly and with sensitivity through the usual supervisory channels	Internal	2011		2014	P	Strategic HR & OD	Caroline Nugent
Family Friendly Policy	This policy and guidelines have been produced to enable employees to have a clear understanding of how to apply for maternity, paternity, adoption and parental leave	Internal	2011		2014	P	Strategic HR & OD	Caroline Nugent
Flexible Working (Hours) Policy	This policy is concerned with introducing innovative ways of working, with the prime objective of improving service delivery. It will also contribute to the Council's Property Strategy and Business Continuity programmes	Internal	2011		2014	P	Strategic HR & OD	Caroline Nugent
Flexible Working (Hours) Policy Managers' Toolkit		Service	2011		2014	T	Strategic HR & OD	Caroline Nugent
Flexible Working 'The Right to Ask' Policy		Internal	2011		2014	P	Strategic HR & OD	Caroline Nugent

Disciplinary Policy	The disciplinary procedure should be used as a management tool to improve standards of conduct in the workplace, to identify issues of poor or unacceptable conduct and to direct the employee towards better standards of conduct	Internal	2011		2014	P	Strategic HR & OD	Caroline Nugent
Disciplinary Policy Managers' Toolkit		Service	2011		2014	T	Strategic HR & OD	Caroline Nugent
Performance Improvement Policy	This policy provides a framework for managers to address poor performance. The Council's objective is to support employees in making the necessary improvements to reach the required standards of performance	Internal	2011		TBC	P	Strategic HR & OD	Caroline Nugent
Performance Improvement Managers' Toolkit	N/A	Service	2011			T	Strategic HR & OD	Caroline Nugent
Alcohol, Drug and Substance Misuse Policy	The Council supports employee health, safety and welfare within the workplace. The aim is to promote the health, safety and wellbeing of its employees and the environment	Internal	2010		TBC	P	Strategic HR & OD	Caroline Nugent
Exit Interview Policy	This procedure clearly sets out the process to be followed when an employee voluntarily leaves The London Borough of Havering. This procedure is to be applied to all employees who are voluntarily leaving	Internal	2011			P	Strategic HR & OD	Caroline Nugent
Retirement Policy	Havering Council will apply the provisions under the default retirement age during the transitional period until April 2012.	Internal	2011		TBC	P	Strategic HR & OD	Strategic HR & OD
Equality in Employment Policy	The policy will ensure that the Council fulfils its legal obligation under the Equality Act 2010, various other equality legislation and complies with provisions contained in the various Codes of Practice	Internal	2011		2013	P	Strategic HR & OD	Strategic HR & OD
Family Friendly Policy	As above	Internal	2011	2012	2014	P	Strategic HR & OD	Caroline Nugent
Leave Policy	The aim of this document is to establish a clear policy for leave for personal or professional reasons, to ensure consistency of approach, to accord with legislation and the Council's commitment to good employment practice.	Internal		2011	2012	P	Strategic HR & OD	Caroline Nugent
Flexible Working (Hours) Policy	As above	Internal	2011/12	2011	2012	P	Strategic HR & OD	Caroline Nugent
Flexible Working (Location) Policy	This policy is concerned with introducing innovative ways of working, with the prime objective of improving service delivery. It will also contribute to the Council's Property Strategy and Business Continuity programmes	Internal	2011/12	2012	2013	P	Strategic HR & OD	Caroline Nugent
Organisational Change & Redundancy Policy	The Council will make every effort to minimise the number of compulsory redundancies and wherever possible will seek to achieve reductions in employee numbers through natural wastage, deletion of vacant posts reduction of the use of agency workers, voluntary redundancy, early and flexible retirement and redeployment	Internal	2011/12	2012	2013	P	Strategic HR & OD	Caroline Nugent

Managing Sickness Absence (Health & Wellbeing) Policy	This policy sets out a fair, consistent and sensitive framework to allow managers to manage sickness absence positively and ensure employees are properly supported throughout the process. Managers will work with employees to manage sickness absence, fairly and equitably, to achieve and maintain maximum levels of attendance	Internal	2011/12	2012	2013	P	Strategic HR & OD	Caroline Nugent
Workplace Smoking Policy	Policy to meet legal obligations relating to smoking in the workplace	Internal	2011/12	2014	2016	P	Strategic HR & OD	Caroline Nugent

