Presentation on Good Governance

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Introduction

- Overview:
  - Integrity
    - Conflict of Interest / Lobbyist Registry
  - Procurement
  - Management Controls
  - Governance
  - Toronto Public Service

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Enhancing Accountability Building Blocks

- Following amalgamation
  - Code of Conduct
  - Conflict of Interest
  - Training of Staff
- 2001 - Present
  - Use of Consultants
  - Revamp Budget Process
  - Improve Management Controls
  - New Audit Framework
  - Development of Fraud Policy / Hotline

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Integrity

- Code of Conduct for Council (1999)

  - Lobbyist Registry / Integrity Commissioner (2001 - present)

- Conflict of Interest Policy (2000)

  - Department compliance

  - Agency, Board, Commission compliance

- Fraud Policy / Hotline (2001/2002)

Procurement

- Auditor General's Review (2003)
- Changes in:
  - Roles & Responsibilities
  - Training & Development
  - Capacity Building
  - Complaint System

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Management Controls

- Accounts Payable (2001-present)
- Contract Management (ongoing)
- Management Controls Checklist (2001)
- Management of Consultants (2001)
- Quarterly variance reports on capital/operating budget expenditures, reserve funds (2002)
- Internal Audit Function (2002-2003)

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Governance

- Status of City's review (2003 - present)
- Council / Staff Roles & Responsibilities

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Council and Staff Roles

Council

- sets vision and direction of the City

- chooses between competing priorities

- establishes, by bylaw, City policies and programs

- determines service levels

- monitors staff implementation of Council decisions

Staff

- provides objective, professional advice to Council

- implements Council's decisions according to City policy and the highest standards and principles of effective public service

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Toronto Public Service Initiative (2003 - Present)

TORONTO PUBLIC SERVICE

We serve a great city and its people

Service
Stewardship
Commitment

PEOPLE STRATEGY

Employees are valued and recognized

Leadership
Healthy & Safe Workplace
Management of People
Retention & Recruitment
Building a Productive Workforce:
Building a Learning Organization

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Conclusion

- work in progress

- building an organization that is robust, and skilled in service delivery and resolving issues

- must have capacity to prevent, monitor and detect, respond and rectify problems on a timely basis

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