
HALDIMAND COUNTY

Report CSS-02-2019 Corporate and Social Services 2018 Annual Report For Consideration by Council in Committee on October 29, 2019



OBJECTIVE:

To update Council on the initiatives and activities of the Divisions of the Corporate and Social Services Department for the year 2018.

RECOMMENDATIONS:

1. THAT Report CSS-02-2019 Corporate and Social Services 2018 Annual Report be received as information.

Respectfully submitted: Cathy Case, General Manager of Corporate & Social Services

Approved: Craig Manley, MCIP, RPP, Chief Administrative Officer

EXECUTIVE SUMMARY:

The attached 2018 Annual Report has been prepared to provide Council with a high level overview of the activities of each of the Divisions of the Corporate and Social Services Department, as well as to identify 2019 priorities. The intent is to enhance communication regarding the achievements and initiatives from the staff of the Corporate and Social Services Department.

BACKGROUND:

On an annual basis, departmental presentations are made to Council with the intent of communicating a summary of the activities and initiatives of staff, via selected annual performance measures and statistics. In late 2018, corporate restructuring saw the establishment of the Corporate and Social Services Department. The new Department is comprised of three divisions from the former Corporate Services Department and one division from the former Community Services Department. Some have been re-named to better suit the various functions each is responsible for. The 2018 Corporate & Social Services Annual Report (Attachment 1) draws data from the entire calendar year, despite the restructuring date for the department being in November. The Annual Report presents an overview of each of its four Divisions – Citizen & Legislative Services (formerly Clerks), Grandview Lodge, Human Resources and Legal & Support Services (formerly Support Services).

ANALYSIS:

The 2018 Corporate & Social Services Annual report is an opportunity to reflect on the accomplishments of the past year and provide an overview of the goals set for the current year, with an aim to advance Council's strategic priorities, while providing corporate support to the organization and meeting the customer service expectations of the community. In 2018, the Corporate & Social Services Department was able to continue working on major capital initiatives as well as numerous day to day tasks that help the municipality to progress in many ways.

Council has adopted three pillars with respect to the Corporate Strategic Priorities. The following provides a few key highlights from the attached Annual Report, illustrating how each supports different pillars.

Growing our Local Economy by Creating Economic Opportunity

Making expenditures and taking action to support the strengthening of the economic base of the County. Examples: new infrastructure investment to allow growth, urban re-development which generates assessment growth, retains existing business/industry, tourism enhancement.

- Finalized land lease and funding agreements for Aspen Homes, a 14-unit supportive housing development at the Grandview Lodge site in Dunnville.
- Sold a number of surplus County properties, in some cases, facilitating development and/or business growth throughout the County.

Community Vibrancy & Healthy Community

Investing in high quality sustainable services that promote the well being of communities and contribute to the betterment of the quality of our natural environment or the health of residents.

- Grandview Lodge received the highest possible level of accreditation – Exemplary Standing.
- Grandview Lodge became a self-declared Positive Space for members of the LGBTQ2 community.
- Renewed the general insurance policy for all County services, facilities and liabilities, at a continued low cost.
- LED lighting retrofit completed at Grandview Lodge resulting in energy savings.

Corporate Image & Efficient Government

Making change and investments that will result in a visible, positive image for the County by providing a more accessible, more efficient or more cost effective local government for our residents.

- All department staff began the transition into a new departmental structure including a mix of corporate and social services functions.
- Successfully administered the municipal election under a new legislative framework and played a key role in the new Council Orientation.
- The Manager of Legal & Support Services and the General Manager, respectively, continued to actively co-lead two major corporate projects: the Business Application Software replacement project and the Central Administration Building, with extensive participation from other departmental staff given the impact of these initiatives.
- Development of an Open Government Strategy to improve information sharing, transparency and community engagement.
- Significant employee health & safety initiatives, with specific focus directed to legislative changes related to WSIB claims and non-occupational illnesses/injuries.
- Implemented necessary employment provisions related to Bill 148, and subsequently addressed the repeal of the Bill.
- Successfully concluded collective bargaining with SEIU and ONA union groups.

- Conducted cyber liability and risk management training with key staff.
- Implemented a corporate purchase order system (as part of BAS project).

Although some of the highlights may seem difficult to measure in terms of impact, Council can be assured that the Corporate & Social Services staff worked diligently in 2018 to meet or exceed the services expected from Council, the public and fellow staff. Corporate & Social Services staff are passionate about continuing to provide excellent customer service, assisting all departments in the collective achievement of the strategic priorities set out by Council and providing efficient day-to-day services that taxpayers expect, all while adhering to sound business processes that are the backbone of this Department.

FINANCIAL/LEGAL IMPLICATIONS:

Not applicable.

STAKEHOLDER IMPACTS:

Not applicable.

REPORT IMPACTS:

Agreement: No

By-law: No

Budget Amendment: No

Policy: No

ATTACHMENTS:

1. Corporate and Social Services Department 2018 Annual Report