

## Commercial & Business Services

**Director:** Steve Parrock  
**Executive Head:** Anne-Marie Bond  
**Executive Lead:** Cllr Beryl McPhail

### Human Resources

What is provided?	Why is it provided?	What drives demands?	Budget Reference
Provision of a Human Resources service to the council, schools, and external organisations such as the Torbay Development Agency (TDA) and English Riviera Tourism Company (ERTC) and Academies. The service provides professional advice on a wide range of employment related issues such as Performance Management, Disciplinary and Grievance and a range of services such as Occupational Health, Learning and Development, Counselling, Coaching, Mediation, Policy development and Recruitment services.	There are a range of statutory requirements around the provision of the Human Resources service. Full details are included within the Summary Service Review available at <a href="http://www.torbay.gov.uk/budget">www.torbay.gov.uk/budget</a>	<ul style="list-style-type: none"> <li>• 39 schools across Torbay</li> <li>• 1142 core council employees</li> <li>• 39 income generating clients</li> </ul>	264 to 268

### Payroll and Pensions

What is provided?	Why is it provided?	What drives demands?	Budget Reference
Provision of a payroll service to both internal and external customers. Ensuring payments are made on time and in accordance with conditions of service, regulations and legislation. Provision of the statutory and non-statutory pensions administration of the Local Government Pension Scheme, Teachers Pension Scheme and NHS Pension Scheme ensuring compliance with the pension scheme regulations.	Applies Statutory and voluntary deductions according to Legislation and Council policies. Supports the development of new council policies by ensuring compliance with statutory legislation. Ensures payments to external bodies are made on time and accurately.	<ul style="list-style-type: none"> <li>• 50,000 payslips issued per year</li> <li>• 21 external income generating clients</li> <li>• Approx £97 million paid in gross pay.</li> <li>• 39 schools including academies</li> <li>• 1142 core council employees</li> <li>• English Riviera Tourism Company and Torbay Development Agency.</li> </ul>	263

## Coroner

What is provided?	Why is it provided?	What drives demands?	Budget Reference																				
<p>Investigation of sudden or unexplained death, or death whilst in custody. Torbay is currently the responsible authority for the Torbay and South Devon Coroner, whose geographical area includes (in addition to Torbay) large parts of the South Hams and Teignbridge Districts and the Isles of Scilly. The administrative arrangements for the Coroners service is in a transition phase, as the jurisdiction has merged with the Plymouth and West Devon area to form a greater Plymouth, Torbay and South Devon coroner area. The lead authority for delivering the service will be Plymouth City Council. This also includes provisional income and expenditure figures for the Medical Examiner's function which is expected to be adopted.</p>	<p>The Coroner delivers a statutory judicial function delivering justice, answering inquiries into causes of death. The service works with a wide number of partners (e.g. Police, Local Authority, Hospitals, Pathologists, Forensic Experts, Mortuaries, Funeral Directors and Registrars), in the delivery of its function.</p> <p>The regulations governing Coronial appointments are set down in Primary Legislation</p>	<table border="1" data-bbox="1016 347 1653 549"> <thead> <tr> <th data-bbox="1016 347 1160 379">Demand</th> <th data-bbox="1160 347 1279 379">2010/11</th> <th data-bbox="1279 347 1397 379">2011/12</th> <th data-bbox="1397 347 1516 379">2012/13</th> <th data-bbox="1516 347 1653 379">2013/14</th> </tr> </thead> <tbody> <tr> <td data-bbox="1016 379 1160 448"><b>Reported Deaths</b></td> <td data-bbox="1160 379 1279 448"><b>1963</b></td> <td data-bbox="1279 379 1397 448"><b>1655</b></td> <td data-bbox="1397 379 1516 448"><b>1720</b></td> <td data-bbox="1516 379 1653 448"><b>1779</b></td> </tr> <tr> <td data-bbox="1016 448 1160 517"><b>Post Mortems</b></td> <td data-bbox="1160 448 1279 517"><b>750</b></td> <td data-bbox="1279 448 1397 517"><b>655</b></td> <td data-bbox="1397 448 1516 517"><b>715</b></td> <td data-bbox="1516 448 1653 517"><b>707</b></td> </tr> <tr> <td data-bbox="1016 517 1160 549"><b>Inquests</b></td> <td data-bbox="1160 517 1279 549"><b>161</b></td> <td data-bbox="1279 517 1397 549"><b>174</b></td> <td data-bbox="1397 517 1516 549"><b>135</b></td> <td data-bbox="1516 517 1653 549"><b>145</b></td> </tr> </tbody> </table>	Demand	2010/11	2011/12	2012/13	2013/14	<b>Reported Deaths</b>	<b>1963</b>	<b>1655</b>	<b>1720</b>	<b>1779</b>	<b>Post Mortems</b>	<b>750</b>	<b>655</b>	<b>715</b>	<b>707</b>	<b>Inquests</b>	<b>161</b>	<b>174</b>	<b>135</b>	<b>145</b>	<p>250</p>
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### Information Compliance and Land Charges

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<p>The Information Hub team deal with the Council's statutory responsibilities in respect of the following :-</p> <ul style="list-style-type: none"> <li>• Corporate Complaints</li> <li>• Children Services Complaints</li> <li>• Freedom of Information Request</li> <li>• Environmental Information Request</li> <li>• Whistleblowing</li> <li>• Land Charges</li> </ul>	<p>There are statutory requirements in relation to the work of the Information Hub team as well as contractual obligations in relation to insurance and the need to adhere to Civil Procedure Rules.</p>	<p>Requests for various forms of information from external organisations and members of the public. Complaints from customers and members of the public.</p>	<p>251</p>

### Legal Services (including Procurement)

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<p>The Legal services team is broken down into the following areas of activity:</p> <ul style="list-style-type: none"> <li>• Children's &amp; Adults' Services</li> <li>• Property &amp; Environment</li> <li>• Litigation &amp; Licensing</li> <li>• Monitoring Officer Function works and services is undertaken in compliance with legislation</li> </ul> <p>The Procurement Service carries out a wide range of activities to ensure council spend on goods, and delivers best value for Torbay.</p>	<p>The Legal Services team provide support to each of the service departments within the Local Authority.</p> <p>The Monitoring Officer function is a separate and statutory function that sits with the Senior Solicitor within this team. The Council Monitoring Officer advises the Council and Members on Governance and Constitutional Matters and performs a central role within the complaints process.</p> <p>Public Sector Procurement regulations within the EU relate to the purchasing, by public sector, of contracts for goods, works or services, where the contract value exceeds set spend thresholds. In addition we must adhere to the Government's Value for Money (VFM) policy.</p>	<p>The entirety of work undertaken by Legal Services is dictated by the demand from the various client departments. Over the past year the Procurement Team has adopted a more proactive approach which involves earlier identification of procurement needs and the provision of training and support to enable Business Units to manage their own procurements, where they are deemed to be low value and low risk.</p>	<p>253 &amp; 257</p>

## Registrars

What is provided?	Why is it provided?	What drives demands?		Budget Reference																
<ul style="list-style-type: none"> <li>Registration of birth, deaths and marriages in accordance with the statutory requirements.</li> <li>Statutory and non-statutory ceremonies.</li> <li>Keeping records and archives</li> <li>Providing Certificates</li> <li>Licensing of all non CoE (Church of England) marriages etc</li> </ul>	There are a range of statutory requirements around the provision of the Registrars service. Full details are included within the Summary Service Review available at <a href="http://www.torbay.gov.uk/budget">www.torbay.gov.uk/budget</a>	<table border="1"> <thead> <tr> <th data-bbox="1019 316 1473 352"></th> <th data-bbox="1480 316 1733 352">13/14</th> </tr> </thead> <tbody> <tr> <td data-bbox="1019 357 1473 394">Number of Births registered in Torbay</td> <td data-bbox="1480 357 1733 394">2,371</td> </tr> <tr> <td data-bbox="1019 399 1473 435">Number of Deaths registered in Torbay</td> <td data-bbox="1480 399 1733 435">2,355</td> </tr> <tr> <td data-bbox="1019 440 1473 493">Number of Marriages registered in Torbay - In Approved Premises</td> <td data-bbox="1480 440 1733 493">274</td> </tr> <tr> <td data-bbox="1019 497 1473 534">Number of Civil Partnerships registered in Torbay</td> <td data-bbox="1480 497 1733 534">10</td> </tr> <tr> <td data-bbox="1019 539 1473 592">Number of Marriages registered in Torbay - in the Register Office</td> <td data-bbox="1480 539 1733 592">184</td> </tr> <tr> <td data-bbox="1019 596 1473 649">Number of Non Statutory Ceremonies conducted in Torbay</td> <td data-bbox="1480 596 1733 649">11</td> </tr> <tr> <td data-bbox="1019 654 1473 691">Number of new British Citizenship candidates attending a ceremony in Torbay</td> <td data-bbox="1480 654 1733 691">101</td> </tr> </tbody> </table>			13/14	Number of Births registered in Torbay	2,371	Number of Deaths registered in Torbay	2,355	Number of Marriages registered in Torbay - In Approved Premises	274	Number of Civil Partnerships registered in Torbay	10	Number of Marriages registered in Torbay - in the Register Office	184	Number of Non Statutory Ceremonies conducted in Torbay	11	Number of new British Citizenship candidates attending a ceremony in Torbay	101	262
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## Governance Support

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<p>The Governance Support team provide the following services:</p> <ul style="list-style-type: none"> <li>• Electoral services (includes running elections and referendums and maintaining the electoral register to ensure people’s right to vote)</li> <li>• Democratic services (includes co-ordinating the Council’s decision-making, constitutional/governance advice and public participation ensuring openness and transparency)</li> <li>• Member, Executive Director of Operations and Finance and Director support (includes dedicated secretarial support to the Mayor)</li> <li>• Member development and training</li> <li>• Chairman and civic/ceremonial support</li> <li>• Facilitating school admission and exclusion appeals and supporting the Torbay Independent Appeals Panel to ensure parents’ right to appeal for a place at their preferred school and against an exclusion of their child from school.</li> </ul>	<p>Governance Support ensures the Council operates in an open and transparent way so that people’s right to access decisions and take part in meetings is maintained. The team also establishes people’s right to vote and ensures well run elections and referendums to support healthy democracy based on fairness and participation. A third area of the team’s service includes providing parents with their right to appeal for a school place or against their child’s exclusion from a school.</p>	<p>The team support the elected Mayor and 36 councillors on a daily basis so that they can fulfil their responsibilities to the public.</p> <p>We also assist approx 107,000 electors within Torbay with their right to vote, including employing approximately 450 staff for elections (e.g. at polling stations and for counting the votes).</p>	<p>Governance Support: 259 &amp; 260 Members Allowances: 261</p>

## Communications

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<ul style="list-style-type: none"> <li>• Corporate documents and communication support.</li> <li>• Marketing campaigns.</li> <li>• Media management.</li> <li>• Member and officer training and development.</li> <li>• Communications support for events.</li> <li>• Internal communications.</li> <li>• Communications support for elections.</li> <li>• Emergency communications support.</li> <li>• Corporate branding and signage.</li> <li>• Design service.</li> </ul>	<p>Although this service is not statutory the Communications Team delivers a communication service for the council to raise its reputation and ensure information is clearly communicated in the right way at the right time to residents, staff and stakeholders, using the full range of communications methods.</p> <p>This service also ensures that the council gives due regard to The Code of Recommended Practice On Local Authority Publicity as required in section 4(1) of the Local Government Act 1986. This ensures that local authority publicity is effective, efficient, objective, cost effective and appropriate. It must also operate within certain legal constraints.</p>	<ul style="list-style-type: none"> <li>• The new communications and design database shows that 425 written and designed projects were completed in 2013/14.</li> <li>• There were 743 media enquiries in 2013/14 There were 389 press releases and statements in 2013/14</li> <li>• Support for events in 2013/14 include: Armed Forces Day, HiTech Forum, Cruise Ships exhibitions, The Mayor’s Forum.</li> <li>• A new internal communication strategy is currently being developed to update and make current channels of communications more relevant.</li> <li>• An updated social media strategy, which involves creating social media champions, is being developed in conjunction with the Public Access Channel and Systems Team.</li> </ul>	<p style="text-align: center;">254</p>

## Business Services

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<ul style="list-style-type: none"> <li>• Support to development and delivery of the council's key change projects focusing on HR / organisational changes.</li> <li>• Delivery of effective support to the scrutiny of the Council's decisions or actions. To support policy development and performance monitoring.</li> <li>• Consultation and Equality Impact Assessments</li> <li>• Performance and Policy Development</li> <li>• Statutory Data Returns and Statistics</li> </ul>	<p>The service supports the development and delivery of the council's key change projects/programmes.</p> <p>It also provides support to enable the local authority to discharge a number of statutory duties such as the provision of an overview and scrutiny committee, requirement to consult the community and service users, securing continuous improvement and submitting statutory returns.</p>	<p>Service changes required by the local authority as a whole.</p>	<p>277</p>

## Directors

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<p>This reflects the costs of the roles of the following posts:-</p> <ul style="list-style-type: none"> <li>• Council's Executive Director of Operations &amp; Finance (0.8FTE) (who is the head of paid service for the Council)</li> <li>• Director of Adult Services (0.8FTE),</li> <li>• Director of Place (0.8FTE)</li> <li>• Director of Children's Services(1.0FTE)</li> </ul>	<p>Senior management of Torbay Council.</p>	<p>To support Torbay Council in delivering its services.</p>	<p>255</p>