

Date: 2023-04-19

Subject: **Launch of Corporate Policy Innovation Hub (CPIH)**

Contact: Easa Thurairajah, Senior Manager, Corporate Projects, Policy & Liaison

Report Number: CAO's Office-2023-362

Recommendations:

1. That the report from Sarah Mazhar, Policy Advisor, Corporate Project, Policy & Liaison to the Committee of Council Meeting of May 10, 2023, re: **Launch of Corporate Policy Innovation Hub**, be received.

Overview:

- **City of Brampton's Corporate Policy Program is well-recognized among peer municipalities and is one of the few comprehensive policy programs in Ontario. Brampton is considered a leader in this space. Interest has been attracted from other municipalities and consulting firms looking to Brampton for best practices and to establish and revise their own programs.**
- **The Program supports the City's ability to act on new and innovative service delivery models and ensure accountability and transparency within a framework of safeguards and proper controls.**
- **The City has continues its policy modernization efforts to ensure that Council Policies and Administrative Directives are aligned, integrated and support Council in its decision-making.**
- **The launch of the Corporate Policy Innovation Hub (CPIH) will further strengthen the program by building policy capacity among staff. CPIH is a space for policy innovation and knowledge transfer between departments and disciplines. It offers City staff a centralized location to access policy toolkits and resources as well as a discussion area to openly exchange knowledge and contribute to ongoing projects.**

- **Staff will report back annually on the current policy modernization projects and recommend any for rescission.**

Background:

Council Policies and Administrative Directives are the foundation of a well-run city and ensure consistent and transparent provision and operation of the City's services, programs and facilities.

In 2017, Brampton City Council endorsed the Corporate Policy Program to support the City's ability to act on new and innovative service delivery models, and ensure accountability and transparency, within a framework of safeguards and proper controls. The Program ensures greater alignment and integration between policies to reduce duplication, avoid confusing and contradictory directions, align with current processes and comply with legislative requirements.

The Corporate Policy Program sets out to develop policy capacity across the organization, and is assisted by the development of resources to guide staff in their policy initiatives. These include:

- Policy Library that contains the majority of Council Policies and Administrative Directives giving easy access to staff and the public. Those documents that contain matters pertaining to security and/or other sensitives are not posted publicly.
- Policy Tool Kit and templates to provide:
 - understanding of policy development at the City;
 - assistance in the development of quality policy including expected content areas and consistent look and feel;
 - guidance on prioritizing policy reviews based on risk and impact; and
 - guidance on the distinction and depth of policy reviews in two streams.

Current Situation:

The launch of the Corporate Policy Innovation Hub (CPIH) will further strengthen the program by building policy capacity among staff. CPIH is a space for policy innovation and knowledge transfer between departments and disciplines. It offers City staff a centralized location to access policy toolkits and resources, as well as a discussion area to openly exchange knowledge and contribute to ongoing projects.

This improved collaboration and idea-sharing will result in:

- streamlined processes

- increased transparency in the decision-making process
- improved service delivery to the community
- innovation and co-designed solutions

The focus for 2023 will be to continue to bring the existing Council Policies and Administrative Directives into compliance with the Corporate Policy Program. Staff will report to Council annually on the current policy modernization projects and their statuses, along with those recommended for rescission.

Corporate Implications:

Financial Implications:

There are no financial implications related to this report.

Other Implications:

There are no other implications identified.

Term of Council Priorities:

The continued modernization of the Policy Program supports the Term of Council Priority of Brampton is a Well-Run City: Continuously improving the day-to-day operations of the corporation by streamlining service delivery, effectively managing municipal assets, and leveraging partnerships for collaboration and advocacy.

Conclusion:

Continued modernization of the City's Policy Program facilitates new and innovative service delivery models resulting in better overall service to the public. It will strengthen accountability, corporate-wide consistency, and public transparency through the policy process. It will continue to drive more integrated business decision-making.

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