

GUILDFORD BOROUGH COUNCIL
SCHEME OF AUTHORISATION
ASSISTANT DIRECTOR – CUSTOMER SERVICES

1. Introduction

This scheme of authorisation lists the extent and nature of the authorisations granted by the Assistant Director – Customer Services (AD) to officers within their service area nominated to undertake functions on their behalf.

2. General Principles

In this internal scheme of authorisation, any reference to the functions of the “Council” means the functions of Guildford Borough Council. Any reference to any function, duty, requirement or instruction of the Council means a function, duty, requirement or instruction of the Council, the Executive or an appropriate Committee or any person or body exercising the functions of the Council as the case may be. The authority of an officer to exercise a delegation on behalf of the AD does not prevent the AD, Council, the Executive, an individual portfolio holder or an appropriate Committee from exercising that function where it is lawful for that body or person to do so.

An officer authorised to exercise a delegated power on behalf of the AD under this scheme may waive their power to exercise the function and instead refer the matter back to the AD to exercise their delegated authority. The AD remains ultimately accountable and responsible for the exercise of their delegation and must give consideration and be satisfied that the officer whom they nominate in this Scheme of Authorisation is of an appropriate level, bearing in mind the nature of the authority that they will be exercising.

An officer authorised to exercise a delegated power under this scheme must notify, or consult where appropriate, such members and officers where required to do so under this scheme of authorisation, or as they consider appropriate where judgement suggests that this is prudent, for example with the appropriate Ward Councillor where the action to be taken is likely to affect their ward, or where it is likely to be sensitive or high profile.

A copy of this Scheme and any amendments to it must be sent to the Monitoring Officer within five working days of it taking effect and the Scheme, or any amendments to it, will be published on the Council’s website.

3. Absence, Conflicts of Interest etc.

In this scheme of authorisation, if an officer to whom authority to exercise a delegated power is not in post or is absent or ought not, because of a conflict of interest, act in the matter:

- In the case of an absence or a person not being in post, the duty or function shall be exercisable by the person covering that post under any interim arrangements.
- In the case of a conflict of interest, the duty or function shall be exercisable by the AD, or another person who the AD has authorised to exercise that delegation.

4. Conditions

An officer who is authorised to exercise a delegated power on behalf of the Assistant Director must do so in accordance with:

1. All statutory and other legal requirements, including statutory guidance and codes of practice.
2. The Constitution of the Council, including the Financial and Contract Procedure Rules and the Officer Code of Conduct.
3. All requirements set out in the Officer Scheme of Delegation
4. The Budget and Policy Framework and approved policies, plans and strategies.
5. So as to promote the efficient, effective & economic running of the Council
6. Any other policies, requirements or procedures of the Council including any requirement of this scheme.

5. No Further Authorisation Permitted

No nominated officer may authorise another, unless there is express permission from the AD that the specific power can be share further. Such permission must be included in this Scheme of Authorisation and any further nomination to another officer must be subject to the same considerations as set out in the Officer Scheme of Delegation.

Peter Stevens

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Signed by P Stevens Assistant Director – Customer Services

1 April 2025

SoD Ref:	Delegation	Lead Specialist – ICT	Head of Case Management and Customer Experience	Communications & Digital Manager	Consultation	Conditions and/or limitations
2.8.1	To manage the functions for which they are responsible.	X	X	X	HR	Within agreed Policies, Budgets & the risk management framework.
2.8.2	To make minor amendments to any Policy, Strategy, Consultation or similar document and sign notices, other than legal notices, arising from any decision of the Council, Committee or Executive.	X	X	X	Portfolio Holder and AD	
2.8.3	To respond to consultations.	X	X	X	The Leader and relevant Portfolio Holder (in respect of Executive matters) or the relevant committee (in respect of non-Executive matters)	
2.8.4	To dispose of lost or uncollected property in accordance with S41 Local Government (Miscellaneous Provisions) Act 1982 including where a Key Decision..		X		AD Legal Services & Information Governance	
2.8.5	To exercise powers and determine all matters relating to the supply of goods and services to other local authorities and public bodies in respect of the functions for which the officer is responsible.				JSD - Legal & Democratic Services JSD - Finance	Provided that if any selling of services between GBC and WBC, results in the sharing of staff, they are included in the inter-authority agreement made between WBC (1) and GBC (2) under s113 LGA 1972.

SoD Ref:	Delegation	Lead Specialist – ICT	Head of Case Management and Customer Experience	Communications & Digital Manager	Consultation	Conditions and/or limitations
2.8.7	To take any action in relation to procurement and the letting of contracts for goods and services, within approved budgets.	X	X	X	Where specified in Contract Procedure Rules, JSD Finance and JSD Legal & Democratic Services Consultation with AD required	In accordance with Contract Procedure Rules including all relevant consultation
2.8.8	To manage budgets allocated to the functions for which they are responsible, including authority to incur expenditure on items included in the approved Revenue Estimates or Capital Programme, except where the Council has placed a reservation on any such item.	X	X	X		In accordance with the Financial Procedure Rules
2.8.9	To write off amounts as irrecoverable				JSD Finance Portfolio Holder	In accordance with the Financial Procedure Rules
2.8.10	To determine and award grant applications in relation to the functions for which they are responsible, other than award of grants to voluntary sector organisations.					In accordance with the Financial Procedure Rules
2.8.11	To vary, in exceptional circumstances, fixed fees and charges.				Portfolio Holder	

SoD Ref:	Delegation	Lead Specialist – ICT	Head of Case Management and Customer Experience	Communications & Digital Manager	Consultation	Conditions and/or limitations
2.8.12	To determine charges for the use of relevant services and events not covered by the annual review of fees and charges.				Portfolio Holder	Charges for new areas to be determined by the Executive
2.8.13	To submit bids to outside bodies for grant funding and accept such funding, including where it is a Key Decision.	X			JSD – Finance Portfolio Holder	Provided that where match funding is required it is provided for within the approved budget.
SoD Ref:	Delegation	Lead Specialist – ICT	Deputy Head of Customer & Case	Communications & Digital Manager	Consultation Needed	Conditions and/or Limitations

SoD Ref:	Delegation	Lead Specialist – ICT	Head of Case Management and Customer Experience	Communications & Digital Manager	Consultation	Conditions and/or limitations
2.8.14	To dispose of surplus assets (other than land and buildings) which are not of historical significance, interest or value.	X	X			In accordance with the Financial Procedure Rules
2.8.15	To manage land, property and other assets allocated to the functions for which they are responsible.	X	X	X		
2.8.16	To decide whether to agree any requests for filming on the Council's property.					
2.8.17	To manage, operate and hire all relevant Council facilities including setting fees					
2.8.18	To make application for warrants of entry to land or property under the provisions of any legislation, other than warrants for possession of land or property, in relation to functions for which they are responsible.				JSD – Legal & Democratic Services	

SoD Ref:	Delegation	Lead Specialist – ICT	Head of Case Management and Customer Experience	Communications & Digital Manager	Consultation	Conditions and/or limitations
2.8.19	To sign, issue and serve and respond to all notices required by statute or otherwise to be given by the Council and all necessary advertisements, in relation to functions for which they are responsible.				Portfolio Holder	
2.8.20	To issue fixed penalty notices and community penalty notices where permitted by statute in relation to the functions for which they are responsible.					
2.8.21	To determine whether or not a simple caution should be administered following an investigation into an alleged criminal offence.				AD – Legal Services & Information Governance	There must be a full admission. It must be a minor matter
2.8.22	The determination of any application for permissions, consents, or licences or for registration within the functions for which they are responsible.					Except where reserved to Council, Executive or Committee
2.8.23	The issue and service of any notice or requisition for information concerned with matters within the functions for which they are responsible.					

SoD Ref:	Delegation	Lead Specialist – ICT	Head of Case Management and Customer Experience	Communications & Digital Manager	Consultation	Conditions and/or limitations
2.8.24	The carrying out of works in default following non-compliance with any notice concerned with matters within the functions for which they are responsible.					
2.8.25	The management of any internal appeal, challenge, or objection process against or in support of any of the Council's decisions, other than before a court or tribunal.					
2.8.26	To make application for all consents required in relation to planning permission and Building Regulation Approval in respect of Council land or property in relation to the functions for which they are responsible.					
2.8.27	To determine and take action in relation to all staff matters within their service area, in accordance with the Officer Employment Procedure Rules and HR Policies.	X	X	X	Including recruitment to posts 1 grade lower, provided that (1) the post is on the establishment and (2) the salary budget is sufficient. Consultation as required In the Officer Employment Procedure Rules and HR policies.	In accordance with Officer Employment Procedure Rules, where appropriate, and all HR policies and procedures.

SoD Ref:	Delegation	Lead Specialist – ICT	Head of Case Management and Customer Experience	Communications & Digital Manager	Consultation	Conditions and/or limitations
2.8.28	To approve the attendance of officers on courses, seminars, and other training events	X	X	X	Subject to budget availability and consultation with AD	
3.10.1	To replace and upgrade hardware, software and infrastructure within the balance of the IT Renewals Fund	X			JSD Finance	Within agreed ICT Plans
3.10.2	To be the link officer with the Commissioner for Local Administration in England ('Local Government Ombudsman')				JSD Legal & Dem Services (in respect of maladministration)	
3.10.3	To authorise payments or the provision of other benefits under s.92 Local Government Act, 2000 (payments in cases of maladministration) or by way of local settlement in relation to Local Government Ombudsman complaints.		X		1. Appropriate Assistant Director 2. JSD Legal & Dem Services and, if over £1000, JSD Finance	Maximum £5000 local settlement