

## SFJC31

# Contribute to the implementation of local government legislation, regulations and procedures



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### Overview

Local government must work within clearly defined requirements. Some of these are external, for example, legislation and regulations. Others are specific to the local authority, for example standing orders and contract procedures. In both cases staff must ensure that the council works to these requirements. Staff must be able to review their own work to ensure compliance. They must also be able to provide information on these requirements to assist elected members and colleagues to make sound decisions. Health and safety is also an important area of legislation to be followed when working in your normal place of work and elsewhere.

### Target Group

This unit is appropriate to the work of local government staff working, for example, in Committee Services, Democratic Services, Member Services, Scrutiny or other departments that have limited responsibilities for ensuring compliance with internal and external requirements and providing information.

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#### Performance criteria

*You must be able to:*

- P1 Ensure that relevant information on legislation, regulations and procedures is:
  - P1.1 accessible to you, and
  - P1.2 in a form that you can easily use
- P2 ensure all areas of your work are compliant with relevant legislation, regulations and procedures
- P3 ensure that when people request information on legislation, regulations and procedures:
  - P3.1 your response is prompt and courteous
  - P3.2 there is agreement on the information they require
  - P3.3 the information you provide is accurate, up-to-date and respects agreements on openness and confidentiality
  - P3.4 the information you provide is consistent with your responsibilities and level of competence, or you pass the request to a more appropriate colleague
  - P3.5 the person making the request is satisfied with the information and the process, or correct procedures are followed for complaints and further queries
- P4 ensure areas of work for which you are responsible satisfy health and safety requirements:
  - P4.1 when working in your normal workplace
  - P4.2 when working in other places

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#### Knowledge and understanding

*You need to know and understand:*

- K1 the main areas of legislation, regulations, procedures and values that apply to your area of responsibility
- K2 sources of information and guidance on the above
- K3 the importance of monitoring all aspects of work within your area of responsibility and how to do so
- K4 the importance of having a correct interpretation of the legislation, regulations, procedures and values
- K5 the importance of being sure that information is within the boundaries of your role, responsibilities and especially competence to provide
- K6 how to provide information appropriate to the recipients involved
- K7 rules on confidentiality that apply to your areas of work
- K8 who to approach when you are unable to provide the information requested
- K9 complaints procedures and procedures to follow for additional queries
- K10 the types of hazards you are likely to encounter in your work place and other places that you may have to work
- K11 how to carry out basic risk assessments and how to respond to the risks you identify
- K12 your duty of care in relation to colleagues and members of the public
- K13 your responsibilities under Health and Safety at Work legislation
- K14 your responsibilities under Freedom of Information and Data Protection legislation
- K15 codes of conduct for officers and elected members and appropriate protocols

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### Additional Information

#### Scope/range related to performance criteria

**This unit covers organising meetings and democratic processes for, and providing information to, the following recipients:**

- 1 people in your own organisation
- 2 people from other organisations
- 3 one-to-one discussions
- 4 formal meetings
- 5 informal meetings
- 6 elected members
- 7 members of the public

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#### Behaviours

#### You must show that you work in the following way

- 1 you use cost-effective, time-effective and other appropriate means to gather, store and retrieve information
- 2 you keep promises and honour commitments
- 3 you listen actively, ask questions, clarify points and rephrase others' statements to check mutual understanding
- 4 you identify people's preferred communication media and styles and adopt media and styles appropriate to different people and situations
- 5 you identify the implications or consequences of a situation
- 6 you present information clearly, concisely, accurately and in ways that promote understanding
- 7 you give people opportunities to provide feedback and you respond appropriately
- 8 you take personal responsibility for resolving customer problems
- 9 you say no to unreasonable requests. Identify and deal with requests you deem unreasonable
- 10 you keep confidential information secure
- 11 you exercise a duty of care to others

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### Links to other NOS

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| 1 | B22 Research, analyse and report information                                   |
| 2 | C15 Carry out your responsibilities at work                                    |
| 3 | C21 Establish and maintain effective working relationships in local government |

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**Relevant occupations** Public Services; Administration; Public Service Professionals; Secretarial and Related Occupations

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**Suite** Democratic Services

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