

Team Plan 2010-11  
Democratic Services



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## Democratic Services

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## 1 Introduction to Democratic Services

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### 1.1 Team Role

Democratic Services provides both support and customer facing services covering committee services, the Mayoralty, elections and electoral registration and local land charges. In its support to Committees and partnership bodies, it provides committee agendas, reports, minutes and forward programmes for meetings. It also provides scrutiny support, Member Services (including member development) and maintains information about councillors, parish councils, MPs and MEPs. Democratic Services also provides dedicated support for the Mayoralty. manages the electoral registration process and organises all elections.

	<b>Elections</b>	<b>Electoral Registration</b>	<b>Land Charges</b>	<b>Committee and Member Services</b>	<b>Mayoral Services</b>	<b>Democratic Representation &amp; Management</b>
<b>Customers</b>	All electors Electoral Commission Ministry of Justice Candidates Agents	All electors. Electoral Commission. Ministry of Justice. Councillors. Parish Clerks. Credit Agencies. Boundary Commission.	Personal Search companies Land agents Solicitors Members of the public	Councillors Senior officers Partnership & outside bodies Parish Councils Members of public	Mayor Deputy Mayor Past Mayors Freemen Aldermen Outside organisations	Councillors Members of the public Parish Councils and councillors
<b>What we do for customers</b>	Organise and manage elections. Enable candidates to put themselves forward for election. Enable voters to vote in elections. Provide election results & statistics. Boundary Reviews. Community Governance Reviews.	Undertake an annual electoral canvass. Compile a new Electoral Register each year. Undertake rolling registration. Manage postal vote arrangements.	Undertaking local land charge searches including full (Con 29) searches and making arrangements for Personal Searches. Updating and maintaining the Local Land Charge Register.	Service Council, Cabinet, Regulatory Cttees and Scrutiny Cttees. Support the LSP and its Delivery Groups. Appointments to outside bodies. Organise Area Forums. Scrutiny support. Promoting local democracy. Member Induction. Member training. Forward programme and Forward Plan.	Support the Mayor & Deputy. Manage & attend mayoral engagements. Organise civic events & visits. Twinning. Host receptions. Present democracy briefings.	Councillor expenses. Councillor training and development. Printing and distributing cttee agendas. Provision & maintenance of computer equipment for councillors.

				Tree Preservation Orders. Support/advice to councillors. Planning Appeal admin. Delegated Decisions. Year Book.		
<b>Day to day activities</b>	As above	As above	As above	As above	As above	As above
<b>Key Achievements and issues</b>	<p><b>Achievements</b> Arranging the combined European Parliamentary and County Council Election. Implementing vote counting machines resulting in a more accurate election Count and a 60% reduction in time (as a result we were the first in Leicestershire to complete the County Council Count). Arranging the Birstall Ward By-Election.</p> <p><b>Issues</b> Need for adequate funding and accommodation for the General Election</p>	<p><b>Achievements</b> Maintaining a 98% response rate for electoral registration – the highest in Leicestershire.</p> <p><b>Issues</b> Funding - budget reductions whilst the cost of raw materials and postage going up beyond inflation.  Govt requires us to encourage voter registration, postal voting and voter participation which in turn increases the number of postal vote applications and therefore increases postages and stationery costs.</p>	<p><b>Achievements</b> Reducing service costs in the light of the slump in the housing market and an increase in the number of personal search applications.</p> <p><b>Issues</b> Reduction in income is not commensurate with a reduction in demand for searches – private sector intervention in the market has resulted in more personal searches at a lesser charge resulting in a drop in income.</p>	<p><b>Achievements</b> More than 200 meetings serviced in 2009. Rationalisation of the Committee system as a result of a Service Review and a reduction in staff resource.</p> <p><b>Issues</b> Review of Scrutiny pending. Creep back of expectation on the part of councillors (i.e. calls for a reinstatement of service provision that existed before with no commensurate reinstatement of staff).</p>	<p><b>Achievements</b> 400+ mayoral engagements in 2009. Maintaining a quality service despite severe staffing problems and a potential service review.</p>	<p><b>Achievements</b> Revision and adoption by Council of Member Training Strategy. Introduction of councillor PDRs. Introduction and adoption of Councillor Role Descriptions.</p>

## 1.2 Team Statistics

	<b>Elections</b>	<b>Electoral Registration</b>	<b>Land Charges</b>	<b>Committee Services</b>	<b>Mayoralty</b>	<b>Democratic Representation &amp; Management</b>
<b>Budget 2010-11</b>	14,200  Budget for this year is to provide additional staffing for the General Election. The rest of the costs associated with the General Election are met by the government.	208,100  Budget includes staffing costs for elections and electoral registration.	(149,800)  Income for land charges is still substantial despite a reduction due to falling housing market and increased number of cheaper personal searches.	235,500  Budget is mostly staff related.	86,400  Main budget items cover staffing, Mayor's Allowance, Mayoral Car and civic twinning.	438,400  Independent Remuneration Panel is recommending 0% increase in members' allowances for 2010-11
<b>Number of Staff</b>	2.5 For elections &	Fte Electoral reg	1.5fte	6fte	2.5fte	0 Note: no staff are directly connected with this budget – most of the expenditure of which is Members' Allowances.
<b>Key Measures</b>	Borough Election Turnout May 2007 = 37.85%  European & County Election Turnout May 2009 = 38.62%	Electoral Registration forms returned 2009 = 98.1%	3658 local land charge searches in 2009  Percentage of searches completed within 10 working days = 100%	Number of meetings serviced (2008) = 258  Total Number of Committees Clerked in 2009: 184	Number of mayoral engagements for 2009 =372	

## 1.3 Benchmarking

No official benchmarking undertaken for any service.

## 2 Team Action Plan

### 2.1 Task List for 2010-2011

Planned changes and key activities for 2010/11.

Task	Reason for doing undertaking this task	How will we know we have been successful	How will we communicate the outcome
<b>Elections</b> Plan, organise and deliver the Parliamentary Election and Count for 2 Parliamentary Constituencies – Loughborough and Charnwood	Legal requirement	Adherence to the project plan milestones and by meeting all statutory deadlines in delivering the election results.	Official Notice Published Publish results on website Press to feature on TV, radio and in newspapers
Plan for the Borough Council Elections in May 2011	Legal requirement	By the smooth running of the Borough Elections in May 2011.	Will not publicise outcome until after election
Plan for the Parish Council Elections in May 2011	Legal requirement	By the smooth running of the Borough Elections in May 2011.	
Preparation and implementation of Core Data Standards for National Property Gazetteer	New Legislation	Implementation according to specification.	
<b>Land Charges</b> Investigate possibility of providing a shared service arrangement with NW Leicestershire	Search for greater efficiency and reduced costs.	Shared service arrangement in place	Through press release and on website
<b>Committee Services</b> Review of scrutiny arrangements	Scrutiny at the Council needs to be revised in response to external changes.	Implementation of the review	Through press release and on website
Prepare revised Executive Arrangements and consult prior to implementation in 2011-12	Legal requirement	Successful implementation of the new arrangements	Through press release

Task	Reason for doing undertaking this task	How will we know we have been successful	How will we communicate the outcome
<p><b>Mayoral Services</b> Reversal of Mayor &amp; Deputy Mayor – publicity and need for revision of systems and processes.</p>	<p>Council decision to improve Mayoralty</p>	<p>Successful implementation of the new arrangements</p>	<p>Through press release</p>

### 3 Key Service Indicators

This section falls into two parts. The first part focuses on the key service indicators and measures for the team and the second part covers customer service standards. For this year, entry of performance indicators will be provided online via the TEN system. Steve Derry will provide details on how to input PIs.

#### 3.1 Performance Indicators

The Performance Indicators are split into a number of categories covering national indicators as well as internal team indicators.

Corporate Plan Indicators	These are indicators lifted directly from the Corporate Plan and the targets should be those in the Corporate Plan.
LAA Indicators (excluding Corporate Plan)	As a member of Leicestershire's Local Area Agreement, Charnwood is committed to meeting a number of targets.
Other NI Indicators (that we collect)	
Other NI Indicators (at district spatial level, collected by other agencies)	
Team Indicators (Business Health)	<p>These include local indicators that the team managers may want to set to in order to measure their team's performance as well as those NIs where we are not directly responsible (for instance they are County wide) or do not collect data for. Team indicators are up to services to set, subject to a reasonableness check, and team managers should use this as an opportunity to review their local indicators and ensure they are relevant to the work that the team does and that they can measure the team's success.</p> <p>Caution may be required when putting other NIs in as team indicators as there may be some problems re target setting and data collection, as it will be other organisations who will be doing this and not us.</p>

These will provide a way of demonstrating the team's success during the year. The indicators and targets for the future should be completed in consultation with Adrian Ward or Steve Derry.

Team Indicators (Business Health)		2010/11 Q1 Target	2010/11 Q2 Target	2010/11 Q3 Target	2010/11 Q4 Target	2010/11 Annual Target	2011/12 Annual Target	2012/13 Annual Target
LI.32	The percentage of councillors with an Annual Training Plan	90%	90%	90%	90%	90%	90%	90%
LI.5	Percentage of households in the Borough registering to vote	Annual target – result not know till	Annual target – result not know till	Annual target – result not know till	98%	98%	98%	98%

		December each year	December each year	December each year				
LI.33	Percentage of reports published in the quarter in 5 or more working days before the meeting	75%	75%	75%	75%	75%	75%	75%
LI.6	Percentage of Minutes published on the Council's website within 10 working days of the meeting	85%	85%	85%	85%	85%	85%	85%

Please can you make it clear when indicator targets are cumulative. Also please ensure you make it clear what the collections frequency is. The absence of completed quarterly target data should imply that the indicator is collected only at annual frequencies.

### 3.2 Customer Service Standards

When you:	We will:	Within (timescale):	Achievement last year	Planned changes
Ask for a Land Charge Search	Undertake a Land Charge Search	10 working days	100%	None
Make a request regarding a Mayoral Engagement	Respond	14 days	100%	None

## 4 Operational Risk Register

This section allows you to log your operational risks. Risks should be managed pro-actively and this allows you to review the risks to delivering the service as well as consider how you plan to mitigate those risks. These risks will be consolidated centrally to ensure that we can capture all the organisational/strategic risks and ensure they are being managed effectively. In addition, these risks will be discussed at the quarterly performance review meetings with Steve Derry or Adrian Ward.

The “description of RISK concern” column should be phrased in the following form: **there is a risk of x occurring because of y leading to z**. It should contain enough information to describe the potential impact in terms of how it will affect either the service itself or the Council. The residual risk rating needs to be considered to evaluate whether the controls/actions in place are sufficient to manage the risk to an acceptable level or whether any further actions need to be considered.

Key Risk	Inherent Rating			Responsible Officer	Risk Controls and Mitigation Plans		Residual Risk				
	No.	(1) Type	(3) IMPACT Rating		(4) L'HOOD Rating	(5) RISK Rating	R = Risk Control M = Mitigation Plan	Details of Controls and Plans with Time Frames with End Dates	(3) IMPACT Rating	(4) L'HOOD Rating	(5) RISK Rating
1	R,P ,L	Not delivering the Parliamentary Election effectively	3	1	2	Head of Democratic Services	R M	Adherence to statutory timetable and functions. Budget pressure included as part of budget process to ensure that there are sufficient fund to run the election effectively	1	1	1

Notes for completing the risk table.

(1) <b>Key to Types of Impact</b>	R – Reputational F – Financial S – Social L – Legal T – Technical E – Environmental P – Political
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(3) <b>Key to Impact Ratings</b>	1 – Low (noticeable) 2 – Medium (significant) 3 – High (critical)
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(4) <b>Key to Likelihood Ratings</b>	1 – Low (greater than 6 months) 2 – Medium (3 – 6 months) 3 – High (less than 3 months)
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(5) **RISK RATING TABLE**

Likelihood	Impact		
	1 – Low (noticeable)	2 – Medium (significant)	3 – High (critical)
3 – High	4	7	9
2 – Medium	2	5	8
1 – Low	1	3	6

## 5 Value for Money Indicators

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### 5.1 NI.179 Cashable Efficiency Savings

NI 179 measures the Council's cashable efficiency savings. This is defined as the total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 Financial Year. This can be further defined as:

- **Net:** Value for money gains should be reported net of any additional investment and ongoing costs incurred for their implementation (this excludes any staff costs incurred in implementing the gains if those costs would have been incurred in any event).
- **Ongoing:** Value for money gains must persist for at least two full financial years after the year they first accrue (the value of any gains reported through this indicator that are not sustained for this period of time must be deleted at the earliest opportunity).
- **Cash-releasing:** Value for money gains that release resources which can be redeployed according to local priorities.
- **Value for money gains:** Improved relationship between inputs and outputs for the delivery of a service, but without any deterioration of the overall effectiveness of that service (a service can be any activity undertaken by the council).
- **Impacted:** The moment that the financial benefit of the action is felt (thus gains arising from actions taken before the start of the 2008-09 financial year or the remaining part year effects of gains that first impacted during 2007-08 may also be included where they meet this qualification).
- In addition, councils may also count the value of any cash-releasing gains achieved before 2008-09 where they are both ongoing and in excess of the council's 7.5% efficiency target for the 2004 Spending Review period

None

		2010/11 Q1	2010/11 Q2	2010/11 Q3	2010/11 Q4	2010/11 Annual Target	2011/12 Annual Target	2012/13 Annual Target
<b>All Targets - Democratic Services</b>								
LI 32	The percentage of Councillors with an Annual Training Plan	90%	95%	95%	95%	95%	85%	95%
LI 33	% of reports published in the quarter in 5 or more working days before the meetin	85%	85%	85%	85%	85%	85%	85%
LI 5	% of households returning a signed electoral registration form [ANNUAL REPORTING]					98.00%	98.00%	98.00%
LI 6	% of Minutes published on the Council's website within 10 working days of the meeting	85%	75%	85%	85%	83%	85%	85%