



Service Plan Template for 2008/09 (covering April 2008 – March 2011)

Service Plan for: Civic, Democratic & Legal Services

Directorate: Chief Executive's

Service Plan Holder: Colin Langley

Workplans: Electoral and Civic Services, Democratic Service, Legal Services and Scrutiny Services.

Director: Director of People and Improvement -
Heather Rice

Signed off _____ *Date* _____

EMAP : City Strategy – Cllr Steve Galloway

Signed off _____ *Date* _____

Section 1: The service

Service description

Our service is made up of 4 teams, covering 4 principal areas:

Electoral :This team is primarily responsible for the maintenance and publication of an accurate Register of Electors and associated lists for an electorate of 148,000. It also covers the conduct and organisation of local, Parliamentary and European elections, ensuring compliance with all relevant election law.

Civic: provides support services to the Lord Mayor and Civic Party including, hospitality, housekeeping, chauffeuring and secretarial. It also

- plans and co-ordinates official engagements and special events.
- provides caretaking and facilities management for the Guildhall and Mansion House.
- provide a reliable messenger service corporately and to external city partners.

Democratic Services: delivers three main services:

- Democracy Support Group - responsible for:
 - ✓ the preparation and dispatch of agendas for meetings of the Council, Executive and its various committees
 - ✓ attendance at formal & informal meetings involving Members to advise Members and Officers on the decision-making process, and to record decisions taken
 - ✓ the provision of advice & information to the public relating to Council business and how to access such information and get involved in the decision making process
 - ✓ maintaining & reviewing the Council's Constitution.
 - ✓ monitoring of the Officer Decision Log
- Member Support Group - responsible for:
 - ✓ publication of the Council's Forward Plan
 - ✓ verification and payment of members allowances and expenses and support services for Members, including the provision of IT equipment and other facilities.
 - ✓ induction and development framework and programme for new and existing Members
 - ✓ Maintenance of statutory and non-statutory registers e.g. interests/gifts
 - ✓ delivery service to Members of agendas and supporting information
 - ✓ preparation of the Council's Diary of Meetings.
 - ✓ maintaining membership and information on Council representation on outside bodies
 - ✓ ensuring Members compliance with Data Protection requirements

Scrutiny Services responsible for:

- Supporting non-executive and co-opted Members in undertaking their scrutiny role
- Advising Members, officers and the public on scrutiny procedures

Legal: This team provides a comprehensive legal support service, including advice, representation and transactional legal work, to enable the Council achieve its goals and objectives and deliver its services in a lawful manner. To provide the Monitoring Officer function.

Service objectives

- Ensure well informed decisions are made transparently and in a professional manner and any actions arising are suitably recorded and their implementation monitored
- Maximise opportunities to contribute to decision-making through the promotion and provision of open information about planned decisions
- Ensure Members have access to appropriate training and facilities, supporting them in their various roles
- Ensure scrutiny processes and procedures are renewable and responsive to changing service requirements (including legislative change)
- Uphold and review the Council's Constitution
- To maintain Lexcel accreditation by the Law Society to ensure that a high quality service which is responsive to clients is provided and ensure compliance with new legislation.
- To ensure all elections are administered efficiently and within statutory procedures

Section 2: The Drivers

Driver type	How might this affect our service
Government initiatives to increase electronic access to Council information	Momentum needs to be maintained to ensure the Committee Management System provides access to appropriate and timely information.
The Local Government and Public Involvement in Health Act 2007	<ul style="list-style-type: none"> • Scrutiny processes and practices to be reviewed to facilitate the 2007 Act reforms. • Expanded role for the Standards Committee and Monitoring Officer
European Parliamentary Election 2009	To begin preparations for the European Parliamentary Election
Parliamentary Election	To ensure plans are in place to administer the parliamentary election when it is announced
Working within a balanced Council	Ensuring the Council's Constitution continues to meet corporate governance requirements and reflects the post-election political management arrangements.
Budgetary Savings	The ability to deliver quality services with reduced resources will need to be reviewed. Budget savings for 2008/09 will need to be addressed.
Achieving high levels of customer satisfaction with all services.	Performance and methods of communication with internal and external customers must be reviewed to identify improvements.

Section 3: Critical Success Factors (CSFs)

CSFs for 2008/09	Why a CSF?
CSF1: Establish a recognized and accountable framework for offering and providing development/training opportunities to Elected Members	To ensure consistency and transparency of approach and provide opportunities for Members to enhance their skills and performance in all their roles and responsibilities.
CSF2: Reviewing the Council's Constitution to ensure it meets changing legislative and operational requirements and remains publicly transparent	To ensure Council decision making processes & procedures are continually current, effective, transparent and accountable.
CSF3: Reviewing the Council's scrutiny practices and procedures to address the provisions of the Local Government and Involvement in Health Act 2007	To ensure processes are in place to respond to Councillor Call for Action and extended partnership scrutiny arrangements.

Section 4: Links to corporate priorities

Corporate Strategy element	Contribution
The Council will provide strong leadership for the city using partnerships to shape and deliver the community Strategy for the city.	<ul style="list-style-type: none"> • Improve leadership at member level by encouraging them to take part in IDeA Members Charter • Ensure the Constitution meets the needs of a balanced Council • Review governance and effectiveness of partnership arrangements
We want services to be provided by whoever can best meet the needs of our customers	Legal services framework agreement
Improve the economic prosperity of the people of York with a focus on minimizing income differentials	Provision of legal advice and support in respect of planning decisions and property and contract advice in connection with Council projects.
Improve the quality and availability of decent affordable homes in the city	
We will listen to communities and ensure that people have a greater say in deciding local priorities	Operation of public participation arrangements at meetings of the council and its decision making bodies
Decrease the tonnage of biodegradable waste and recyclable products going to landfill	We provide legal support to various departments and services which deliver improvement projects for these priorities
Improve the actual and perceived condition and appearance of city's streets, housing estates & publicly accessible spaces.	
Reduce actual and perceived impact of violent, aggressive and nuisance behaviour on people in York	
Improve the life chances of the most disadvantaged and disaffected children, young people and families in the city	

Section 5: Balanced Scorecard of outcomes and measures

Customer based improvements

Customer Measures				
Measure	Current	2008/09 Target	2008/09 Target	2009/10 Target
NI 4 % of people who feel they can influence decisions in their locality <i>This will be measured as part of the new national performance indicator (NI4). This will be achieved through the Government produced "Place Survey".</i>	Not currently measured	To be defined	To be defined	To be defined
% of Members who have attended CYC organized training events .	Not currently measured	65%	70%	80%
% of Members who have taken up personal development plans or reviews (PDPs)	34%	40%	45%	50%
Number of residents using the on-line Easy@York facilities for scrutiny consultation and for registering to speak at meetings	Not currently measured	To be defined	To be defined	To be defined.
Legal Services Quality Monitoring questionnaires - returned	86%	80%	80%	80%
Customer Actions				
Improvement action				
Poster campaign regarding access to information and participation at meetings		May 2008		
Postcards provided to speakers at meetings for feedback in order to improve the public's experience of participation		April 2008		
Inclusion of a sentence on publications inviting comments to be sent by email or post in order to increase public involvement		April-May 2008		
Developing on-line facility in conjunction with Easy@York for registering to speak at meetings		December 2008		
Developing on-line facility in conjunction with Easy@York for contributing to scrutiny consultation		December 2008		

Process based improvements

Process Measures				
Measure	Current	2008/09 Target	2008/09 Target	2009/10 Target
Return of electoral registration forms	94.68% (06/07)	94%	95%	95%
% of scrutiny recommendations accepted without revision by the Executive/Council	Not currently measured	To be defined	To be defined	To be defined

ANNEX 4

Process Actions	
Improvement action	Deadline
To provide a quality electoral service meeting the Electoral Commission's performance framework standards introduced in January 2008 focusing on integrity, user focus, professionalism and value for money.	January 2009
Finalise a risk management plan for elections	September 2008
Begin preparations for the 2009 European parliamentary election	May 2008
Encourage democratic engagement in under registered groups by engaging with the armed forces and promoting electoral registration in schools..	September 2008
Select 1 Member from each Group to promote and encourage Members to take up available training opportunities	May 2008
Secure Member Development Charter status and accreditation	April 2009

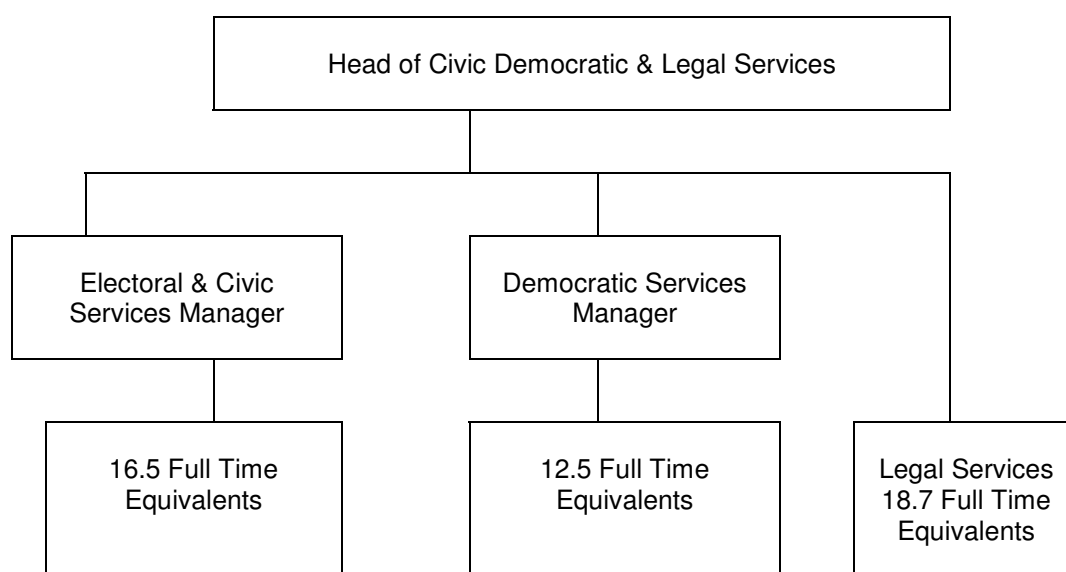
Resource management improvements

Resource Measures				
Measure	Current	2008/09 Target	2008/09 Target	2009/10 Target
% budget spent	+0.4%	<100%	<100%	<100%
% of invoices paid within 30 days (BVPI 8)	95.34%	95%	96%	97%
% staff trained in appropriate skills to deliver specific services, as identified in PDPs.	100% (06/07)	100%	100%	100%
% staff who have had an appraisal in past 12 months (CP14)	91.40% (06/07)	100%	100%	100%
Solicitors and Legal Assistants training targets met	100%	16 hours per year	16 hours per year	16 hours per year
No. of days lost due to sickness absence (incl. Stress) (BVPI 12)	4.14 (7 months)	8 days (Cex's)	8 days (Cex's)	8 days (Cex's)
No. of days lost for stress related illness. (CP13a)	0.44 (7 months)	1.4 (Cex's)	1.3 (Cex's)	1.2 (Cex's)
No of RIDDOR accidents amongst council staff	0	0	0	0

Customer Actions

Improvement action	Deadline
To finalise staffing arrangements following the restructure of Democratic, Civic and Electoral Services.	May 2008
To identify specific training needs in appraisals and one to ones	Annually and at 6 monthly review
To hold regular team and group meetings	Weekly, fortnightly or monthly as applicable to service area
Monitor sickness levels and follow Sickness Management procedures.	On-going

Section 6: Resources



Budget

	<u>2007/08</u> £'000	<u>2008/09</u> £'000	
Employees	1,615	1,662	The reduction in gross expenditure in 08/09 of £217k is predominantly the removal of £215k of one-off growth for the Elections in 2007/08. In 2008/09 there is growth of £136k mainly on additional members allowances £54k the pay award and increments. Savings totalling £160k have been identified. These occur mainly on a reduction in posts (£42k), premises costs (£35k), Supplies & Services (£71k) together with increased income generation (£12k).
Premises	73	14	
Transport	42	42	
Supplies and Services	1,295	1,090	
Miscellaneous			
– Recharges	346	346	
– Other	19	19	
Capital Financing	-	-	
Gross cost	3,390	3,173	
Less Income	(850)	(862)	
Net cost	2,540	2,311	

Section 7: Monitoring and reporting arrangements

Formal directorate reporting is carried out twice yearly through City Strategy EMAPs in September and December, with an annual out-turn report in June.

Directorate Management Team performance reviews take place quarterly.

Service area performance reviews minimum standard Quarterly.