



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: Seeking Member Development Charter status and accreditation	To establish a recognized framework and guiding principles for developing & training Members
CSF2: Making available 'help' manuals to Council staff & Members covering the: <ul style="list-style-type: none"> • Decision making process • Constitution • Committee Management System 	To help staff & Members understand the processes involved efficiently.
CSF3: Introduction of revised scrutiny tools and practices in response to the Local Government and Involvement in Health Act 2007	To evidence the requirements in the Local Government and Involvement in Health Act 2007 in relation to Councillor Call for Action and extended partnership scrutiny.

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
Awareness of the public participation scheme amongst residents (measured via ResOp Survey)	New	50%	60%	70%
Awareness of the availability of information on councillors and committees on the committee management system pages of the web site amongst residents (measured via ResOp Survey)	New	50%	60%	70%
Awareness of residents of Council's scrutiny function & its purpose (measured via ResOp survey)	New	50%	60%	70%
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			
Circulation of leaflets at Ward Committees and community/parish halls	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 <u>Easy@York</u> for registering to speak at meetings	June/July 2008			
Developing on-line facility in conjunction with <u>Easy@York</u> for contributing to scrutiny consultation	June/July 2008			

Process based improvements

Process Measures				
Measure	Current	2008/09 Target	2008/09 Target	2009/10 Target
Return of registration forms	94.68% (06/07)	94%	95%	95%
% of Members who have attended required or statutory training during the municipal year.	New	65%	70%	80%
Process Actions				
Improvement action	Deadline			
Achieve a high level of service provision in accordance with the Electoral Commission's Performance Indicators	January 2009			
Finalise a risk management plan for elections	September 2008			
Begin preparations for the 2009 European parliamentary election	May 2008			

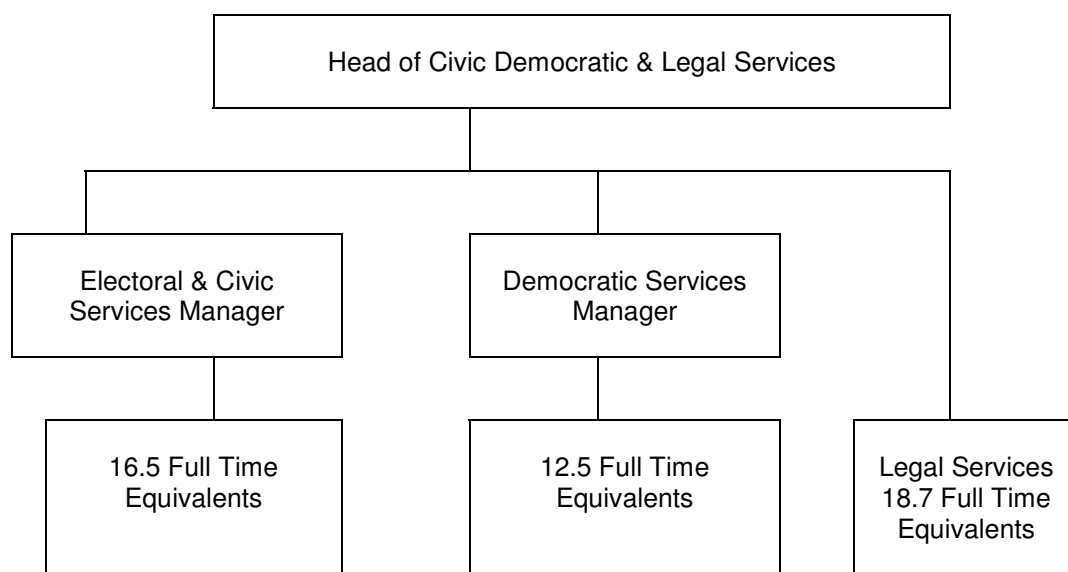
ANNEX 4

Encourage democratic engagement in under registered groups	September 2008
Review required and statutory training elements and establish a monitoring process.	August 2008
Establish Elected member sponsors to promote member training.	May 2008

Resource management improvements

Resource Measures				
Measure	Current	2008/09 Target	2008/09 Target	2009/10 Target
% budget spent	+0.4%	<100%	<100%	<100%
% of agenda etc available on line (thus reducing printing costs)	75%	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	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	1,597	<i>The financial information contained within this Service Plan is based on the 2007/08 budget, pending the approval of the 2008/09 budgets.</i>
Premises	50	
Transport	42	
Supplies and Services	1,323	
Miscellaneous	19	
– Recharges	259	
– Other	-	
Capital Financing	-	
Gross cost	3,290	
Less Income	(765)	
Net cost	2,525	

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.