



Service Delivery Plan 2025 – 2028

Service Area

Legal (inc. Monitoring Officer), Elections and Committee Services

Directorate

Legal & Democratic Services

Introduction

The service plans are a key component of Three Rivers District Council's corporate planning process. They describe our ambitions, priorities, targets and how each service area is working towards delivering the Councils' objectives detailed in the Corporate Framework [HERE](#). They are reviewed and updated annually considering budgets, performance, internal and external factors, arising throughout the year.

Service Plans are monitored in the following ways:

- Through regular discussion between, service heads, managers and their teams.
- Key Performance Indicator are reviewed by the Corporate Management Team on a quarterly and annual basis.
- Mid-year review of service plans

Service Overview

Legal Services

To provide corporate and operational legal advice and support to all officers and members of the Council.

Monitoring Officer

To handle Member code of conduct complaints, maintain the register of Members' interests and keep the constitution under review.

Committee Services

- Business support for the Senior Leadership Team, Leader of the Council, Deputy Leader of the Council, Lead Members, Group Leaders, Chairs of the Committees, and other Elected Members as required
- Support to the Chair and Vice Chair of Council in their civic roles including management of the civic engagements programme and of civic ceremonial duties and lead on the organisation of any charity events the Chair wishes to hold during their year of office.
- Provision of advice to Officers of the Council on Committee processes and procedures including statutory administration of meetings of the Council and its Committees/Sub-committees/Forums and internal meetings – around 140 meetings a year

Electoral Services

- Compile and maintain a register of electors including undertaking of an annual canvass (Statutory Function)
- Ensure that elections which are coordinated by the service (District, Parliamentary, Parish and Others) are administered effectively without legal challenge and that, as a result
- The experience of voters and those standing for election is a positive one.
- Voters are able to vote easily and know that their vote will be counted in the way they intended.
- It is easy for people who want to stand for election to find out how to get involved, what the rules are, and what they have to do to comply with these rules, and they can have confidence in the management of the process and the result.

Budget

(Table to give topline financials. This will be added post the Service Plans and Budget being agreed at Full Council before being published.)

Service purpose and core functions

Corporate Framework Objective	Service's contribution to the Corporate Framework Objectives
	Legal
Provide responsive and responsible local leadership	To continue to keep the constitution under review and fit for purpose
Provide responsive and responsible local leadership	To continue to maintain a fully digitalised case management system
	Committee
Provide responsive and responsible local leadership	To ensure that the councils governance arrangements, including member level decision making are fit for purpose
Support and enable sustainable communities	To ensure that residents rights to access information and participate in decision making as set out by the Councils Constitution are upheld
Achieve net carbon zero and be climate resilient	To continue to ensure that all Council and Committee paperwork is available on the Councils website, including for members and officers thereby reducing the need to issue printed papers

Service purpose and core functions

Corporate Framework Objective	Service's contribution to the Corporate Framework Objectives
	Elections
Provide responsive and responsible local leadership	To ensure that elections administered by the Council are done so professionally, efficiently and fairly
Support and enable sustainable communities	To ensure that notices of elections and other important communications (E.g. voter ID requirements etc) are easily accessible for all electors and to work with other council services to achieve this objective
Achieve net carbon zero and be climate resilient	To ensure that key information about registering for the electoral roll can be found on the Councils website

Projects, Policies and Strategies

Corporate Framework Objective	Project Title	Lead Officer	Project Description & Proposed Outcome(s)	Projected End Date (Month/Year)	Internal/External Partners	Additional Capital or Revenue cost and/or saving
RRLL	Online case management system (IKEN)	Associate Director Legal & Democratic Services	Fully digitalised case management system	Dec 2024	IKEN	N/A
RRLL	Review of Council Constitution	Associate Director Legal & Democratic Services	To complete the review of the constitution to ensure it is up to date and delegations and procedures are in line with current practices.	March 2025	Cllrs	N/A
RRLL	Review of deeds room and law library	Associate Director Legal & Democratic Services	To undertake a review to ensure the Council is complying with its data retention policies	Dec 2025	Property Services	N/A
RRLL	Regulation of Investigatory Powers Act (RIPA)	Associate Director Legal & Democratic Services	As Senior Responsible Officer under RIPA to review and maintain the Council's policy and procedure on RIPA	Next review by March 2026	Fraud Team	N/A
Achieve net carbon zero and be climate resilient	Mod.Gov register of interest form	Interim Group Manager – Democratic and Electoral Services	Transition from resource intensive and paperwork heavy process for submitting, receiving and updating members registers of interest to an entirely digital process within the Mod.Gov system	May 2025	IT, Cllrs	N/A

Key Performance Indicators to support the Corporate Framework

KPI Ref	KPI Title	2023/24 Actual	2024/25 Target	2025/26 Target	2026/27 Target	2027/28 Target
CM01	% of minutes/decisions completed by Committee Services within 5 working days of the meeting to be circulated to officers for review		85%	85%	90%	95%
ES01	Annual Canvass Return Rates		92%	92%	92%	
	To draft Enforcement/Stop/Breach of Condition Notices and Planning Contravention Notices within 5 working days of receiving full instructions	N/A	N/A	95%	95%	95%

Service Volumes

These are monitored by the service area and not reported on externally. Details can be provided if required.

Description	Projected annual volume for 2024/2025	Estimated annual volume for 2025/26	Notes / explanation for estimated change
Enquiries from the public in relation to public meetings	250	250	Enquiries continue to be received through the committee team general email account regarding attendance and procedures at our public meetings and their recordings, livestreaming and minutes. Focus to be made on further developing the website to allow residents to access the information they require online without needing to contact Officers directly.
Requests from Councillors	Varies each month	Varies each month	Enquiries continue to be high. With an additional resource, a focus on further developing the website to allow Councillors to access the information they require without needing to contact Officers directly. NEW – Not formally listed as a project as no scoping has taken place, but consideration is being given to the implementation of an intranet site to host information wanted by councillors which may reduce email traffic.

Risk Management

Our [Risk Register Summary](#) is published on our website and updated quarterly. These include; our strategic, operational and climate change risks.