



DEMOCRATIC SERVICES

Service Delivery Plan

2026 – 2029

Service Area	Elections and Committee	Directorate	Legal and Democratic
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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' themes detailed in the Council Plan. 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 Indicators are reviewed by the Corporate Management Team on a quarterly and annual basis.
- Mid-year review of service plans alongside Performance Development Reviews.

SERVICE OVERVIEW

Committee Services is a fundamental corporate service enabling the democratic process to run efficiently. Elections Management is a core service to facilitate the wider democratic process.

- Electoral Registration
- Website updating
- Committee administration
- Member Support

BUDGET

- Electoral Services: TBC
- Committee administration: TBC

SERVICE PURPOSE AND CORE FUNCTIONS

Council Plan Theme	Service's contribution to the Council Plan Theme
	Committee Administration
Healthy, safe and thriving communities	The committee team enables support and administration to the committees which makes decisions on how to support the wider community.
A green and sustainable future	The Service continues to improve digital access and digitalization of paper forms, reducing the carbon footprint of the council.
A prosperous and vibrant district	Administration of committees and support for local working groups.
A well-run council	Responsible for long term committee administration and the running of Committee meetings to a high standard.
	Electoral Services
Healthy, safe and thriving communities	Enabling democratic process to ensure a fair and supported community.
A green and sustainable future	Moving towards digitalization of papers forms, reducing the carbon footprint of the council.
A prosperous and vibrant district	Providing democratic resources to the district.
A well-run council	Enabling a true democratic representation of the council.

PROJECTS

Council Plan Theme	Project Title	Project Description & Proposed Outcome(s)	Project Start Date (Month/Year)	Projected End Date (Month/Year)	Internal/External Partners	Additional Capital or Revenue cost and/or saving
Healthy Safe, and Thriving Communities	May 2026 Elections	Undertake the May 2026 Elections adhering to legislative frameworks	01/2026	05/2026	Whole council approach to elections	Within existing resource
Healthy Safe, and Thriving Communities	Annual Canvass	Undertake the Annual Canvass adhering to legislative frameworks	07/2026	12/2026	Nil	Within existing resource

KEY PERFORMANCE INDICATORS TO SUPPORT THE COUNCIL PLAN

Key Performance Indicators enable us to track how we are performing against our targets and over time. They are reviewed quarterly and/or annually to ensure accountability and to drive continuous improvement.

KPI Ref	KPI Title	2024/25 Actual	2025/26 Target	2026/27 Target	2027/28 Target	2028/29 Target
CM01	% of minutes/decisions, except for full Council, completed by Committee Services within 5 working days of the meeting to be circulated to officers for review. For full Council, % of minutes/decisions completed by Committee Services within 10 calendar days of the meeting to be circulated to officers and Group Leaders for review.	83%	85%	85%	85%	85%
ES01	Annual Canvass Return Rates	87%	92%	92%	92%	92%

SERVICE VOLUMES

These are monitored internally by the individual service area and not reported on externally.

Description	Projected annual volume for 2026/2027	Estimated annual volume for 2027/28	Notes / explanation for estimated change
Number of Electorate	66,301	68,000	Potential change to voting age from 18 to 16.
Postal vote refresh	11,014	10,000	Expecting a reduction due to the postal vote refresh exercise.

RISK MANAGEMENT

Our Risk Register Summary can be found HERE [\(Insert link to web page once live\)](#)