

DEMOCRATIC SERVICES
Service Delivery Plan
2027 – 2030

THREE RIVERS
DISTRICT COUNCIL

Service Area	Elections and Committee	Directorate	Legal and 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' 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 PDRs and Council Plan Delivery Plan mid-year review.

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

THREE RIVERS DISTRICT COUNCIL

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.
	Elections
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 2027 Elections	Undertake the May 2027 Elections adhering to legislative frameworks either as usual or Shadow Authorities	01/2027	05/2027	Whole council approach to elections	Within existing resource
Healthy Safe, and Thriving Communities	Annual Canvass	Undertake the Annual Canvass adhering to legislative frameworks	07/2027	12/2027	Nil	Within existing resource
A Well-Run Council	Cabinet Model	Preparation to change from Committee System to Cabinet Model	11/2026	04/2027	Councillors and SLT	Statutory requirement – funding tbc

POLICIES AND STRATEGIES

Policy or Strategy	Name of Policy or Strategy	New or existing Policy or Strategy	Renewal date	Additional comments
No Policies for review in 2027/2028				

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	2025/26 Actual	2026/27 Target	2027/28 Target	2028/29 Target	2029/30 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.	86%	85%	85%	85%	85%
ES01	Annual Canvass Return Rates	N/A – Not currently available	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 2027/2028	Estimated annual volume for 2028/29	Notes / explanation for estimated change
Number of electorate	68,000	70,000	Potential change to voting age from 18 to 16 and developments within the area
Postal vote refresh	8525	9,000	Potential spike as and when a general election is called.

RISK MANAGEMENT

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