

Service Delivery Plan 2023-26

Directorate	Legal & Democratic	Director	Associate Director Legal & Democratic Services			
Service	Legal, Election and Committee Services	Head of Service	Associate Director Legal & Democratic Services			
Service Purpose and Core Functions						
<p>Legal Services</p> <p>To provide corporate and operational legal advice and support to all officers and members of the Council.</p> <p>Committee Services</p> <ul style="list-style-type: none"> • 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 <p>Electoral Services</p> <ul style="list-style-type: none"> • Compile and maintain a register of electors including undertaking of an annual canvass (Statutory Function) • Ensure that elections are administered effectively without legal challenge and that, as a result <ul style="list-style-type: none"> - 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. 						
Link to Corporate Framework	Key Action/Deliverable for 2023-26	Lead Officer	Milestone (Specific and measurable)	Milestone date	Internal/External Partners	Additional Capital or Revenue cost and/or saving

Legal						
RRLL	Online case management system (IKEN)	Associate Director Legal & Democratic Services	Fully digitalised case management system	Dec 2023	IKEN	N/A
Committee Services						
RRLL	Review of Council Constitution	Associate Director Legal & Democratic Services	To undertake a review to ensure the constitution is up to date and delegations and procedures are in line with current practices (review not undertaken since change of Governance in 2014)	Oct 2023	Cllrs and SLT	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	May 2024	Property Services	N/A
Electoral Services						

Targets – Performance Indicators

Ref	Targets*	Target 2023/24	Target 2024/25	Target 2025-26	Rationale for setting of target / changes to target
CM01	% of minutes/decisions completed by Committee Services within 4 working days of the meeting to be circulated to officers for review (excluding Full Council and Planning Committee)	85%	85%	85%	
CM02	% of Full responses made within 2 working days to enquiries received on all process and procedures relating to a meeting of the Planning Committee				

ES01	Annual Canvass Return – electoral register published on 1 st December (across the district and for individual wards)				
ES02	New electoral registrations – monthly alterations to the register including amendments, deletions as well as additions (under rolling registration process – during and outside of elections)				

Service Volumes

Activity / Process	Projected annual volume for 2023/2024	Estimated annual volume for 2024/25	Notes / explanation for estimated change	Impact (both service and corporate level)
Committee Services:				
Enquiries from the public in relation to public meetings	250	250	Enquiries continue to be received through the committee team general email account with regard to attendance and procedures at our public meetings and the recordings/livestreaming/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.	Since the transfer to the mod.gov committee management system the number of enquiries received to the committee team email account has reduced significantly. Further work should be undertaken to enhance the information provided on the website around the members profile and look at the possibility of including the member training details (particularly around the mandatory training) and providing details on the roles of the Councillors and the Lead Members/Chairs of Committees and Chair/Vice Chair of Council

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.	Presently this is not being measured and therefore the impact of the volume of enquires is anecdotal as it comes from a variety of different sources although for the future the team should look at and monitor how enquiries are received from Councillors and put forward a proposal for how this can be managed in the future. Consideration was given to providing a members app which could include providing information which is currently provided in the Members' Information bulletin along with information provided by GIS on tree protection orders and conservation areas as some examples.
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Key Risks to Service Plan delivery

1 = not likely/low Impact 4 = will definitely happen/major service changing impact

No	Description of Risk	With no Mitigation			Mitigation	With Mitigation		
		Likelihood (1-4)	Impact (1-4)	Risk Score		Likelihood (1-4)	Impact (1-4)	Risk Score
1	Inability to provide appropriate and timely legal advice - Recruitment and retention of staff -	3	3	6	Improved recruitment and retention	2	2	4

2	Data protection breach - Lack of secure electronic case management system	3	3	6	Implementation and use of an secure electronic case management system	1	1	2
3	Inability of the Council to defend itself against legal challenge - Lack of secure electronic case management system and subsequent lack of reliable records	3	3	6	Implementation and use of an secure electronic case management system will ensure that legal files properly stored, therefore there will be a clear audit trail	1	1	2

No	Description of Risk	With no Mitigation			Mitigation	With Mitigation		
		Likelihood (1-4)	Impact (1-4)	Risk Score		Likelihood (1-4)	Impact (1-4)	Risk Score
1	Insufficient staff – to have the required resources to ensure the Committee Team services are provided as required, that agendas are published within legal requirements and to ensure minutes are produced of the meeting and all decisions are recorded correctly in the minutes	2	2	4	Service continuity plan to prioritise service delivery; Keep job descriptions and person specifications up to date to reflect the requirements of the posts; Staff training including HR programmes for Mental Health awareness; to keep up to date on the committee services job market and what competition to fill roles there are within the market place	2	1	2
2	Total failure of ICT systems – delays in publishing council agendas and other documentation for meetings	2	4	8	Business Continuity Plan, Service Continuity Plan and logging of ICT service calls; escalation of importance of getting IT systems back up and running including use of mobile phones	1	4	4

3	Loss of accommodation (TRH) – could impact on ability to hold decision making meetings of the Council	1	3	6	To have a backup plan in place with regard to having an alternative place to hold decision making meetings should the accommodation at TRH be lost.	1	2	2
4	Fraudulent activity	1	2	2	Risk very limited. Checking from manager and monitoring officer Working with Monitoring Officer to ensure all relevant documentation is up to date/relevant. Ensure staff up to date with I-learn training module and ensure fully up to date on Council Constitution	1	1	1
5	Physical assault on staff or visitors to TRH	2	3	6	Risk is limited at the public meetings due to there being more than one officer in attendance. Ensure staff fully up to date on procedures but would be a police matter.	1	2	2
6	Failure of AV, livestreaming and microphone system in the Penn Chamber	2	4	8	Full checks are made before the start of the meeting to check equipment is working by the Committee Clerk and ensure that the livestreaming is working ahead of the meeting going live. Checks made by the Facilities Team. Contract with equipment provider to provide service support for any failures which may occur.	2	3	6

Impact Assessments Required or Reviews Due

Equalities & Diversity	Sustainability & Climate Change
None	