

Service Delivery Plan 2024-2027

Service	Legal (inc. Monitoring Officer), Committee & Election Services	Head of Service	Associate Director Legal & Democratic Services			
Service Purpose and Core Functions						
<p>Legal Services To provide corporate and operational legal advice and support to all officers and members of the Council.</p> <p>Monitoring Officer To handle Member code of conduct complaints, maintain the register of Members' interests and keep the constitution under review.</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 2024-27			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 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 (review not undertaken since change of Governance in 2014)	June 2024	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	Dec 2025	Property Services	N/A

Targets – Performance Indicators

Ref	Targets*	Target 2024/25	Target 2025/26	Target 2026-27	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 Rates	92%	92%	92%	

Service Volumes

Activity / Process	Projected annual volume for 2024/2025	Estimated annual volume for 2025/26	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 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.	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	Insufficient Staff – Significant service disruption could occur if there was insufficient staff	2	3	6	Reciprocal arrangements with other Herts authorities to share services and staff; Use of agency staff; Priority services are identified in the BCP.	2	2	4
2	Total failure of ICT systems – Most services could not continue without access to ICT systems	3	2	6	Priority services are identified in the BCP and DR plan	2	2	4
3	Loss of Accommodation – services could operate from alternative locations	2	3	6	Remote working possible for a short period; Priority services are identified in the BCP. To have a backup plan in place with regard to having an alternative place to hold decision making	2	2	4

					meetings should the accommodation at TRH be lost.			
4	Fraudulent Activity – Fraud relating to income, expenditure or petty cash. Fraudulent purchasing of goods for personal use or sale via corporate credit card or petty cash, corrupt procurement through collusion with suppliers or theft of stock	2	2	4	No money held in the section; Audit checks of mileage and subsistence claims.	2	1	2
5	Loss of Key Staff – Loss of knowledge, miss key dates, get things wrong	2	2	4	Locum staff, share staff with WBC if possible	2	2	4
6	Covid-19 – Loss of staff at work, illness, self-isolating				Work from home, use of VPN, 8x8, virtual meetings	2	2	4
7	Inability to provide appropriate and timely legal advice due to recruitment and retention of staff	3	3	6	Improved recruitment and retention	2	2	4
8	Data protection breach Lack of secure electronic case management system	3	3	6	Implementation and use of a secure electronic case management system	1	1	2
9	Inability of the Council to defend itself against legal challenge	3	3	6	Implementation and use of a secure electronic case management system will ensure that legal files are properly stored, therefore there will be a clear audit trail and the ability to properly defend claims	1	1	2
14	Physical assault on staff or visitors to TRH	2	3	6	Risk is limited at public meetings due to there being more than	1	2	2

					one officer in attendance. Ensure staff fully up to date on procedures. Police station located on site.			
15	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	