










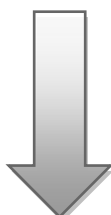
# Commitments towards our Vision

Appendix B

## Six Month Update - Democratic Services



Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 6 month stage)	Outcome or output (at 6 month stage)
Provide effective, high quality and legally compliant Committee and Member Support Services	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer and safe, vibrant and inclusive communities	Publish Agenda for Council/Committees, etc, within 5 working days of a meeting (statutory)  100% published	100%	Tracy Couper Democratic Services Manager		95%  100% target achieved for Committees/Sub-Committees, but 95% overall figure due to a number of Working Parties operating during the year, which are not subject to '5 day rule'.
		Publish decision lists for Council/Committees, etc, within 3 working days of a meeting  95% published	90.9%	Tracy Couper Democratic Services Manager		100%
		Publish draft Minutes for Council/Committees, etc, within 14 days of a meeting  85% published	93.8%	Tracy Couper Democratic Services Manager		89.5%
Provide legal, efficient and cost-effective Elections for the Electors of the District and our external partners		Review customer feedback forms/information from Election and resolve, as far as practicable, issues by commencement of next Election period  95% of all customer feedback actioned (where possible) by commencement of next Election period	98%	Tracy Couper Democratic Services Manager/Joan Cox Electoral Services Team Leader		100%

Publish and maintain an accurate and legally compliant Electoral register each year and maximise registration for target groups within the District	To publish and maintain an accurate and legally compliant Electoral register each year and maximise registration for target groups within the District in order to achieve at least an 90% registration rate	92.6%	Tracy Couper Democratic Services Manager/Joan Cox Electoral Services Team Leader		85% registration Good level of registration, as above figure was achieved at end of October, before conclusion of 'door knocking' period. Taken in conjunction with figure below, indicates significant 'channel shift' in people registering on-line.
	Electors registering electronically via Government portal, etc At least 12,000 to be registered	13,232 registered	Tracy Couper Democratic Services Manager/Joan Cox Electoral Services Team Leader		10,482 registered As this is the 6 month figure, likely to well exceed target.
Promote community engagement and involvement in the Democratic processes of the Council	Publication of Agendas on website on day of despatch 98% to be published	97.9% published	Tracy Couper Democratic Services Manager		85% IT systems failure for over a 2 week period in September led to a delay in publication of Agendas, usually with agendas published on website on the day after despatch.
To ensure trained staff, comprehensive understanding by Service Delivery Champion and continual professional development of Councillors	To ensure that all staff appraisals are completed annually and within the time frame set by HR 100% appraisals completed on time	100%	Tracy Couper Democratic Services Manager/Joan Cox Electoral Services Team Leader		100%
	To include Service Delivery Champion in all aspects of the day to day running of the Democratic Services Team to promote transparency and good partnership working and meet on a quarterly basis 4 meetings arranged	4	Tracy Couper Democratic Services Manager		2
	To prepare, agree and implement a Programme of Member Seminar, Training and Development sessions, to provide Members with the required knowledge and skills to effectively perform their role as a District Councillor 10 sessions to be arranged as part of the Member Development Programme	10	Tracy Couper Democratic Services Manager		2 Fewer officer requests this year to use Member Seminar dates timetabled each month in calendar of meetings but more attendance by individual Members on external training courses.

**Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.**

To regularly review higher level corporate risks, including:

- Changes to the political composition of the Council affecting the democratic decision-making processes;
- Local, regional and national legislative and policy changes affecting the democratic process, both in terms of electoral administration/elections and democratic decision-making;
- Impact of corporate initiatives such as shared services, commercialisation, on the working practices of the Team.

ongoing

Tracy Couper Democratic Services Manager

ongoing

Implemented review of Committee structure from May 2017.

Completed IRP review of Members' Allowances Scheme.

Conducted Combined Authority Mayoral, County Council and General Elections and 2 local By-Elections.

Offering services of Team on a commercial basis:

- Clerking of ECTC Board
- Clerking of RECAP Board
- Dem Services Manager acting as DMO for Combined Authority
- Dem Services Manager provided some informal management support & advice to SCDC

**Name of Service Delivery Champion: Councillor Stuart Smith**

**Comments**

Another healthy increase in the number of people registering on the electoral roll online.

In general good progress made during the last 6 months with IT systems failure making some negative impact on results.

At the request of Members checks were made by staff to help safeguard against people voting twice at elections.

Well done to the Democratic Services staff for all the work they have done.