






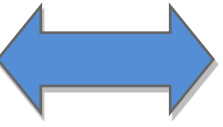




# Commitments towards our Vision

## Democratic Services- End of Year Report 2018-2019

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 end of Year)	Outcome or output (at end of Year)
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		100%
		Publish decision lists for Council/Committees, etc, within 3 working days of a meeting 95% published	97.4%	Tracy Couper Democratic Services Manager		100%
		Publish draft Minutes for Council/Committees, etc, within 14 days of a meeting 85% published	94.6%	Tracy Couper Democratic Services Manager		94.1%
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	100%	Tracy Couper Democratic Services Manager/Joan Cox Electoral Services Team Leader		100%

<b>Publish and maintain an accurate and legally compliant Electoral register each year and maximise registration for target groups within the District</b>	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	93.72% registration	Tracy Couper Democratic Services Manager/Joan Cox Electoral Services Team Leader		92.13% registration
	Electors registering electronically via Government portal, etc  At least 12,000 to be registered	12,174 registered	Tracy Couper Democratic Services Manager/Joan Cox Electoral Services Team Leader		14,953 registered
<b>Promote community engagement and involvement in the Democratic processes of the Council</b>	Publication of Agendas on website on day of despatch  98% to be published	94.9%	Tracy Couper Democratic Services Manager		99%
<b>To ensure trained staff, comprehensive understanding by Service Delivery Champion and continual professional development of Councillors</b>	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	3	Tracy Couper Democratic Services Manager		1 Due to sickness absence of Democratic Services Manager
	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 at the request of Officers and Members as part of the Member Development Programme	5	Tracy Couper Democratic Services Manager		11
<b>Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.</b>	To regularly review higher level corporate risks, including: <ul style="list-style-type: none"> <li>Changes to the political composition of the Council affecting the democratic decision-making processes;</li> <li>Local, regional and national legislative and policy changes affecting the democratic process, both in terms of electoral administration/elections and democratic decision-making;</li> <li>Impact of corporate initiatives such as shared services, commercialisation, on the working practices of the Team.</li> </ul>	ongoing	Tracy Couper Democratic Services Manager	ongoing	Implement Committee re-structure from May 2019  Commenced IRP review of Members' Allowances for Combined Authority and ECDC Leader/Deputy Leader

						<p>Conduct local Elections</p> <p>Offering services of Team on a commercial basis:</p> <ul style="list-style-type: none"><li>• Clerking of ECTC &amp; ECSS Board</li><li>• Clerking of RECAP Board</li><li>• Dem Services Manager acting as DMO for Combined Authority</li><li>• Dem Services Manager providing management support &amp; advice to other authorities</li></ul> <p>Conduct PDR/CGR</p>
--	--	--	--	--	--	---