

Democratic and Legal Support Services Service Plan 2010/11

Action Plan					Connections			
Action Code	ACTION	Description (Target, Outcome and Critical Success Factors)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:	Resources	Relevant Sustainable Community Strategy Theme	Linked to an LAA Target

Strapline: Promoting prosperity and well being; providing access and opportunities

Corporate Priority: Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable

We will continue to maintain a high level of quality service to:

- Improve the safety of our communities and reduce the fear of crime, by supporting neighbourhood policing.

10-DLSS1	Re-establish legal chair to the ASBO (Anti Social Behaviour Order) committee and update if necessary current guidance and procedure for ASBO applications-consider fast track procedure for interim ASBO applications where evidence is properly and punctually provided	<p>Target: Legal chair established and procedure reviewed and implemented</p> <p>Outcome: ASBO applications successful</p> <p>Critical Success Factors: Resource availability and the supply of useable evidence within prescribed timeframes</p> <p>Environmental Impacts: None</p>	30 September 2010	Legal Services Manager		Within existing resources	East Herts - Economy, Skills and Prosperity	Non Applicable
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Strapline: Fit for purpose, services fit for you

Corporate Priority: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation

By 2012 and 2014 - Deliver a financially sound and efficient Council by identifying efficiencies and more effective ways of working, thereby limiting the pressures on Council Tax.

10-DLSS2	Identify opportunities for improved service delivery through the Herts Pathfinder Initiative - particularly with the aim of establishing a county wide virtual legal service	<p>Target: Meet corporate objective through identified schemes</p> <p>Outcome: More efficient working arrangements and service delivery resulting in measurable financial savings.</p> <p>Critical Success Factors: Delivery of service efficiencies and capacity to identify opportunities.</p> <p>Environmental Impacts: TBD - possible impact on travel but at this stage can't be determined.</p>	31 March 2011	Head of Democratic and Legal Support Services		Possible invest to save measures	East Herts - Economy, Skills and Prosperity	Non Applicable
10-DLSS3	With the Monitoring Officer, to review partnership working on investigations of alleged breaches of the Code of Conduct by District and parish/town councillors	<p>Target: Comply with statutory requirements</p> <p>Outcome: Effective use of legal resources to meet customer requirements within budget. To effect improved customer services.</p> <p>Critical Success Factors: Utilisation of existing resources and development of potential partnership arrangements to meet statutory duties</p> <p>Environmental Impacts: None</p>	31 March 2011	Head of Democratic and Legal Support Services/Legal Services Manager	Monitoring Officer	Within existing budgets/staff resources	East Herts - Economy, Skills and Prosperity	Non Applicable

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10-DLSS4	Prepare for the relocation of services to Wallfields, Hertford, ensuring the security of all key documents and file records and progress the removal of unnecessary paper records and the archiving/storage of key existing and future documents, particularly thought the use of the corporate EDRM (Electronic Document and Record Management) system in accordance with C3W.	<p>Target: Processes completed within prescribed timeframe</p> <p>Outcome: Savings/efficiencies realised through C3W</p> <p>Critical Success Factors: Benefits delivered</p> <p>Environmental Impacts: Positive environmental impacts e.g. reduction in CO2, paper etc.</p>	31 March 2011	Head of Democratic and Legal Support Services/Legal Services Manager		Within existing resources	East Herts - Economy, Skills and Prosperity	Non Applicable
10-DLSS5	Continue and complete the registration of all Council owned land with Land Registry	<p>Target: Process completed within prescribed timeframe</p> <p>Outcome: Central registration of all Council owned land</p> <p>Critical Success Factors: Resource availability</p> <p>Environmental Impacts: None</p>	31 March 2011	Legal Services Manager		Within existing budgets/staff resources	East Herts - Economy, Skills and Prosperity	Non Applicable

Strapline: Leading the way, working together

Corporate Priority: Deliver responsible community leadership that engages with our partners and the public

By 2012 - Increase resident participation by involving and consulting with the local community year on year on key issues.

10-DLSS6	Implementation of the provisions of the statutory requirement to respond to petitions (to include public scheme for 'e'-petitions)	<p>Target: Implementation of stated objectives</p> <p>Outcome: To improve democratic engagement - and thereby deliver service improvement and satisfaction with the Council</p> <p>Critical Success Factors: Resource availability</p> <p>Environmental Impacts: Minimal impacts such as e-petitions may generate less travel for the community, which in turn will improve the level of CO2 and vehicle emissions. Also electronic submission will reduce the amount of paper.</p>	31 March 2011	Senior Democratic Services Officer		Within budget/prevaling staff resources	East Herts - People and Community Safety	Non Applicable
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By 2012 - Improve democratic engagement by supporting local councillors as democratic champions.

10-DLSS7	Support the role of councillors as democratic champions for their local areas (to include developing services such as 'e'-mail alerts, registrable interests forms; non-key decision electronic "chat" facility; claims for expenses; replacing MIB with "live update 'e'-mail alerts")	<p>Target: Implementation of desired objectives</p> <p>Outcome: Improved democratic engagement driving service improvement and satisfaction with the Council</p> <p>Critical Success Factors: Member support and resource availability</p> <p>Environmental Impacts: None</p>	31 March 2011	Head of Democratic and Legal Support Services/Senior Democratic Services Officer		Within budget/prevaling staff resources	East Herts - People and Community Safety	Non Applicable
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10-DLSS8	To organise and undertake the annual canvass of all households within the District in order to produce and publish the Register of Electors by 1 December 2010 and to process electoral registration forms in accordance with statutory requirements	<p>Target: Processing of forms completed within prescribed timeframes</p> <p>Outcome: Improved access to decision making process</p> <p>Critical Success Factors: Processes reviewed with action taken if necessary to effect desired refinements</p> <p>Environmental Impacts: Increasing usage of electronic response streams will help reduce CO2 emissions.</p>	31 December 2010	Head of Democratic and Legal Support Services		Within budget/prevaling staff resources	East Herts - People and Community Safety	NI 1 - % of people who believe people from different backgrounds get on well together in their local area
10-DLSS9	Undertake Parliamentary election in 2010	<p>Target: Election process open and transparent to all enfranchised persons</p> <p>Outcome: To produce election results that meet statutory requirements</p> <p>Critical Success Factors: Resource availability</p> <p>Environmental Impacts: None</p>	03 June 2010	Head of Democratic and Legal Support Services		Within budget/prevaling staff resources	East Herts - People and Community Safety	NI 1 - % of people who believe people from different backgrounds get on well together in their local area