

## Democratic and Legal Support Services - Service Plan 2014/15

Action Plan							Connections	
Action Code	ACTION	What role will the service play? (Please click in the cell to select the relevant role by clicking on the drop down arrow)	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:	Links to partnership wide agendas: - Community Strategy - Health and Wellbeing	
<b>Corporate Priority: People</b> <b>Strapline: Fair and accessible services for those who use them and opportunities for everyone to contribute</b>								
<b>Increase community engagement</b>								
14-DLSS01	Implement Individual Electoral Registration (IER) in accordance with prescribed statutory requirements	Partner Community Leadership	<b>Target:</b> Comply with statutory requirements <b>Outcome:</b> Effective use of resources allocated to meet statutory requirements. Customers to receive advice and guidance on IER. <b>Critical Success Factors:</b> Utilisation of resources to meet statutory duties <b>Environmental Impacts:</b> None	01 July 2014	Head of Democratic and Legal Support Services	N/A	None	
14-DLSS02	To maintain and develop the support services provided to Members to facilitate their community engagement role (particularly through identifying personal training and development needs)	Community Leadership Influencer	<b>Target:</b> Delivery of (corporate) community engagement activities <b>Outcome:</b> Improved democratic engagement driving service improvement and satisfaction with Council's services. <b>Critical Success Factors:</b> Member support and resource availability <b>Environmental Impacts:</b> None	31 March 2015	Head of Democratic and Legal Support Services	N/A	Community Strategy	
14-DLSS03	Undertake European Parliamentary elections in 2014	Partner	<b>Target:</b> Election process open and transparent to all enfranchised persons <b>Outcome:</b> To produce election results for East Herts District in accordance with statutory requirements. <b>Critical Success Factors:</b> Resource availability <b>Environmental Impacts:</b> None	22 May 2014	Head of Democratic and Legal Support Services	N/A	None	
14-DLSS04	To prepare a Member Induction programme for the May 2015 local council elections and to undertake promotional activity in relation to those elections - particularly adopting the here to help theme for individuals wishing to stand for election	Community Leadership Partner	<b>Target:</b> Induction programme finalised/promotional activity undertaken <b>Outcome:</b> Access by stakeholders to information and guidance <b>Critical Success Factors:</b> Resource availability <b>Environmental Impacts:</b> None	31 March 2015	Head of Democratic and Legal Support Services	N/A	None	
<b>Corporate Priority: Place</b> <b>Strapline: Safe and Clean</b>								
<b>Reduce anti social behaviour and the fear of crime</b>								
14-DLSS5	To provide legal advice and guidance to maximise the Authority's resources to deliver meaningful and measurable outcomes for activities undertaken either directly or in partnership with other service providers to reduce anti social behaviour	Partner Community Leadership Influencer	<b>Target:</b> Comply with statutory requirements <b>Outcome:</b> Effective use of legal resources to meet customer requirements within budget. To effect improved customer services. <b>Critical Success Factors:</b> Partnership working (internal/external) <b>Environmental Impacts:</b> None	31 March 2015	Head of Democratic and Legal Support Services	N/A	Community Strategy	