

## Democratic and Legal Support Services Service Plan 2011/12

Action Plan					Connections	
Action Code	ACTION	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:	Resources

**Strapline: Fit for purpose, services fit for you**

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

**By 2013 - Reduce the revenue burden to the taxpayer by completing our review of working arrangements and oversee the development of a single site for back office functions and service administration.**

**By 2013 - Restrain costs around staffing and employment, in addition to the steps being undertaken nationally.**

11-DLSS1	Continue to explore opportunities for improved service delivery through the Herts Pathfinder Initiative - particularly with the aim of establishing a county wide virtual legal service - whilst participating in developing shared arrangements based on existing (county) models.	<b>Target:</b> Meet corporate objective through identified schemes <b>Outcome:</b> More efficient working arrangements and service delivery resulting in measurable financial savings. <b>Critical Success Factors:</b> Delivery of service efficiencies and capacity to identify opportunities. <b>Environmental Impacts:</b> TBD - possible impact on travel but at this stage can't be determined.	31 March 2012	Head of Democratic and Legal Support Services/ Legal Services Manager	None.	Possible invest to save measures
11-DLSS2	With the Monitoring Officer, implement a local regime for promoting and maintaining high standards of conduct by local Members under the provisions of the Localism Act (Bill).	<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> Utilisation of existing resources and development of potential partnership arrangements to meet statutory duties <b>Environmental Impacts:</b> None	Statutory timetable to be announced	Head of Democratic and Legal Support Services	None.	Within existing budgets/staff resources
11-DLSS3	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 EDM (Electronic Document and Record Management) system in accordance with C3W.	<b>Target:</b> Processes completed within prescribed timeframe <b>Outcome:</b> Savings/efficiencies realised through C3W <b>Critical Success Factors:</b> Benefits delivered <b>Environmental Impacts:</b> Positive environmental impacts e.g. reduction in CO2, paper etc.	31 August 2011	Head of Democratic and Legal Support Services	None.	Within existing budgets/staff resources
11-DLSS4	To implement any statutory requirements (as detailed in the Localism Bill) to undertake any referenda on local issues arising from petitions.	<b>Target:</b> Comply with statutory requirements <b>Outcome:</b> Effective use of resources to meet customer requirements within budget. <b>Critical Success Factors:</b> Utilisation of existing resources to meet statutory duties <b>Environmental Impacts:</b> None	Statutory timetable to be announced	Head of Democratic and Legal Support Services	None.	Within existing budgets/staff resources

**Strapline: Leading the way, working together**

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

**By 2013 - Undertake a review of Community Engagement to enhance opportunities for community involvement and engagement with the council.**

**By 2013 - Enable the local community to influence decisions, to assist in the delivery of services.**

**By 2013 - Improve democratic engagement by supporting local councillors as democratic champions and community leaders.**

11-DLSS5	Support the role of councillors as democratic champions for their local areas (to include developing training plans through a formalised personal development process)	<b>Target:</b> Implementation of desired objectives <b>Outcome:</b> Improved democratic engagement driving service improvement and satisfaction with the Council <b>Critical Success Factors:</b> Member support and resource availability <b>Environmental Impacts:</b> None	31 March 2012	Head of Democratic and Legal Support Services	None.	Within existing budgets/staff resources
11-DLSS6	Undertake Referendum in 2011 (in conjunction with scheduled District/Parish/Town Council elections)	<b>Target:</b> Referendum and Election processes open and transparent to all enfranchised persons <b>Outcome:</b> To produce referendum and election results that meet statutory requirements <b>Critical Success Factors:</b> Resource availability <b>Environmental Impacts:</b> None	31 May 2011	Head of Democratic and Legal Support Services	None.	Within existing budgets/staff resources