



**ELECTIONS SERVICE PLAN
2019 - 2022**

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INTRODUCTION

The progress of this service plan will be monitored in the following ways:

- Through regular discussion at departmental management team (DMT) and Section Heads meetings and logged in the version control section of this document
- Performance indicator monitoring by the Council's Management Board on a quarterly basis
- By Committee reports twice a year (at the end of quarters two and four)

Service Plans will be formally updated on an annual basis, taking into account internal and external influences arising from monitoring arrangements throughout the year.

[Link to Strategic Plan, Service Plans and Performance Indicators Folder](#)

SECTION 1: INPUTS

1.1 Budgets

	2018/19 Latest £	2019/20 Latest £	2019/20 Latest £
Net Cost of Service (Direct cost / Income Only)			

Further financial analysis can be found by using this link

SECTION 2: OUTPUTS AND OUTCOMES

2.1 Performance management

2.1.1 Contribution to the Councils' Strategic Aims and Objectives

As identified in the draft Strategic Plan 2018-2021 ('Lead Service'). Measures and targets should be developed further.

Strategic Plan Priority theme	Strategic Plan objective (inc. ref)	Measure (including the reference)	Target
Better Neighbourhoods		Potential electors are encouraged to apply on-line & to conduct correspondence with Electoral Services electronically so far as the law permits ES01 - Canvass return	90%
Healthier Communities		Electoral Services will provide advice to electors and potential electors to ensure that as many eligible electors as possible are added to the electoral register. ES02 - New electoral registrations	100%

2.1.2 Performance indicators

[See Data Quality Strategy for further details](#)

Performance indicators are used to aid the decision making process as well as assess the efficiency and effectiveness of service delivery. The data that we use must be accurate, reliable and timely. To meet these requirements we have adopted the Audit Commission's Standards for Better Data Quality. Further details of the Council's commitment to data quality can be found in the Strategic Plan.

Ref	Description	2017/18 Actual	2018/19 Target (Current year)	2019/20 Target (Next year)	2020/21 Target	2021/22 Target
ES01	Canvass return	91.67%	90.00%	90.00%	90.00%	90.00%
ES02	New electoral registrations	100.00%	100.00%	100.00%	100.00%	100.00%

The Head of Elections is responsible for the source data, data entry and checking the data. The purpose of collating this data is to ensure that our services improve.

2.2 Projects

[See the Project Management Framework for further details](#)

Project details		Project timescales		
Project title	Proposed outcome	2019/20	2020/21	2021/22
Digital Electoral Registration, via Express Software	Encourage customers to self-serve on-line when they register to vote or respond to electoral enquiries	✓	✓	✓
Elections	Manage and run efficient and effective elections or referendums (unchallenged), on behalf of the Returning Officer in accordance with electoral law	2 May 2019	7 May 2020	6 May 2021
Annual Canvass	To compile a complete and accurate electoral register published on 1 st December each year	Aug to Dec 2019	Aug to Dec 2020	Aug to Dec 2021

2.3 Risk Management

[Risk Management Strategy and guidance](#)

RISK REGISTER

Service Plan: Electoral Services 2019-2022							
Risk Ref	Risk	Impact	Impact Classification	Likelihood Classification	Reason for Assessment		
	<i>Brief Description – Title of Risk</i>	<i>See Impact Table</i>	<i>See Impact Table</i>	<i>See Likelihood Table</i>	<i>Use this box to describe how the score has been derived</i>		
1	Insufficient staff	Service Disruption	IV	D	Serious impact on performance of statutory duties at Elections.	Requires Treatment	Yes
		Financial Loss	IV			Last Review Date	01/02/18
		Reputation	IV			Next Milestone Date	29/01/19
		Legal Implications	IV			Next Review Date	31/03/2019
		People	III			Date Closed	
2	Total failure of ICT systems	Service Disruption	IV	D	Assessment based on assumed effective recovery arrangements in Business Continuity Plan	Requires Treatment	Yes
		Financial Loss	IV			Last Review Date	01/02/18
		Reputation	II			Next Milestone Date	29/01/19
		Legal Implications	II			Next Review Date	31/03/2019
		People	II			Date Closed	
3	Loss of accommodation	Service Disruption	III	D	Separate risk register for Elections. Assessment based on Business Continuity Plan	Requires Treatment	Yes
		Financial Loss	III			Last Review Date	01/02/18
		Reputation	I			Next Milestone Date	29/01/19
		Legal Implications	I			Next Review Date	31/03/2019
		People	I			Date Closed	
4	Fraudulent activity Registration and elections	Service Disruption	I	E	We send out letter to each property to check information provided.	Requires Treatment	Yes
		Financial Loss	II			Last Review Date	01/02/18
		Reputation	III			Next Milestone Date	29/01/19
		Legal Implications	III			Next Review Date	31/03/2019
		People	II			Date Closed	--
5	Failure to provide	Service Disruption	IV	F	Considered highly unlikely as Elections are given	Requires Treatment	Yes
		Financial Loss	IV			Last Review Date	01/02/18

statutory elections or referendums	Reputation	III	highest priority and statutory procedure are clear.	Next Milestone Date	29/01/19
	Legal Implications	IV		Next Review Date	31/03/2019
	People	I		Date Closed	

Likelihood	A					
	B					
	C					
	D			3	1, 2	
	E			4	5	
	F					
		I	II	III	IV	V
Impact						

Impact
V = Catastrophic
IV = Critical
III = Significant
II = Marginal
I = Negligible

Likelihood
A = ≥98%
B = 75% - 97%
C = 50% - 74%
D = 25% - 49%
E = 3% - 24%
F = ≤2%

Version Control

Version No.	Date	Reason for Update / Significant Changes	Made By
1.0	09/10/2018	First Draft	MS