



ELECTIONS SERVICE PLAN

2020 - 2023

DRAFT

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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

Budgets will be added by Finance and Performance and Projects Manager, after budgets are agreed at Council in February

	2020/21 Latest £	2021/22 Latest £	2022/23 Latest £
Net Cost of Service (Direct cost / Income Only)			

Further financial analysis can be found by using this link

Business Continuity and Single Points of Failure**Job title of SPOF:** Electoral Services Manager

Succession Planning for this post	Risks, Skills required,	Knowledge and Networks	Impact on Service	Future options for providing the services
Electoral Services Officers are being developed for progression to this role & may be suitable in the future	<p>Failure to deliver statutory elections for the district.</p> <p>Experience of elections/registration software system preferably Xpress essential</p>	Extensive knowledge of electoral law and membership of AEA (professional association)	A significant risk to the Returning Officer / Electoral Registration Officer carrying out their statutory duties and reputational damage to the council	Recruitment of specialist elections consultant, bought in, plus development and training of existing service officers

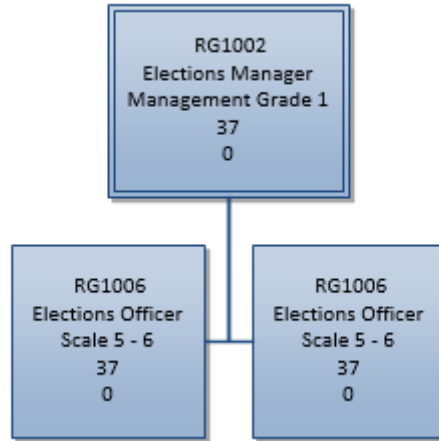
Job title of SPOF: Electoral Services Officer

Succession Planning for this post	Risks, Skills required,	Knowledge and Networks	Impact on Service	Future options for providing the services
CSC staff (from academy) are suitable for role with additional training & support as currently support the service at front end	<p>Lack of understanding of complex electoral legislation and use of elections management system.</p> <p>Experienced office administrator willing to learn the job and undertake intensive training</p>	Basic knowledge of council democratic functions and become a member of the AEA	A small committed team of electoral administrators with any loss of personnel creating a significant impact	Ensure wider team of people supporting the service undertake all of the current basic elections/registrations tasks i.e. polling jobs, counting roles, canvassing duties etc. to increase understanding of the service and fill in where required

1.2.1 Summary of Team Skills/Qualifications

Please provide a summary of the Skills and Qualifications you require in order to provide your service to your customers.

Job Title	Qualification	Continuing Professional Development required?
Electoral Services Manager	AEA certificate in Electoral Administration and/or equivalent management qualification; detailed knowledge of electoral law; experience of leading teams; able to work under pressure and to statutory deadlines, working outside of normal office hours; able to work with and advise councillors and senior council staff on electoral matters; good budget management skills; significant ICT skills; customer service skills to deal with and manage customer's expectations or complaints	Yes – on-going, see PDR In order to maintain up to date knowledge on changes in electoral law
Electoral Services Officers	Basic knowledge of democratic services in local authorities; strong customer service skills to meet customer needs; Good ICT skills and ability to work with elections IT systems preferably Xpress electoral registration system; able to work outside of normal working hours; able to work under pressure to meet strict statutory deadlines	Yes – on-going, see PDR's All development needs are provided by AEA or Xpress on a regular basis



SECTION 2: OUTPUTS AND OUTCOMES

2.1	Performance management
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2.1.1 Contribution to the Councils' Strategic Aims and Objectives

Strategic Plan Priority theme	Strategic Plan objective (inc. ref)	Service contribution to the Strategic Priorities
Housing and Thriving Communities	-	
Sustainable Environment	-	
Successful Economy	-	
High Performing, Financially Independent Council	-	We aim to increase participation levels of residents in the democratic processes of registering to vote, and in having their say at elections through voting. Through canvass reform and other legislative changes we aim to increase digital interactions for voters to increase efficiency and performance as options will increase, costs will reduce, storage capacity will decrease as will the necessity for paper copies of forms.

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	2018/19 Actual	2019/20 Target (Current year)	2020/21 Target (Next year)	2021/22 Target	2022/23 Target
ES01	Annual Canvass Return – electoral register published on 1 st December	91.37%	90%	90%	90%	90%
ES02	New electoral registrations – monthly alterations to the register include amendments, deletions as well as additions	100%	100%	100%	100%	100%

The Head of Electoral Services 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

Project Management

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

Project details				Project Manager: Michael Summerville, ESM Project Sponsor: David Hill, RO	
Project title				Proposed outcome	
District & Police & Crime Commissioner Elections				Successfully delivered and unchallenged elections	
2020/21 Milestones				2021/22 Milestones	2022/23 Milestones
Quarter 1	Quarter 2	Quarter 3	Quarter 4		
Preparation & Planning	Elections held on 7 May 2020	Post-election activities and review	n/a	Successfully held and unchallenged combined elections	Elections are held annually on the 1 st Thursday in May

Project details				Project Manager: Michael Summerville, ESM Project Sponsor: David Hill, RO	
Project title				Proposed outcome	
Canvass Reform				Successful transition to revised electoral registration process during annual canvass	
2020/21 Milestones				2021/22 Milestones	2022/23 Milestones
Quarter 1	Quarter 2	Quarter 3	Quarter 4		
Register data matching test (carried out nationally)	Analysis of data test of register against DWP records	Staff to attend training events and undertake local data matching	Go Live with new system for 2020 annual canvass	To be agreed nationally following transition to new canvass process	Assessment by Electoral Commission and Cabinet Office

2.3

Contracts

[See the Contracts Register for your contracts.](#)

Title of Agreement	Service Area	Service Contact	Description of the goods and / or services being provided	Supplier Name	Contract Sum £	Start Date	End Date	Review Date	Option to extend and length of extension
Printing	Elections	Michael Summerville	Printing for elections and registration	Electoral Reform Services	10,000	01/01/19	31/12/20	15/06/20	No

2.4

Risk Management

[Risk Management Registers](#)

Risk Description	Residual Likelihood Score	Residual Impact Score	Residual Risk Score
Insufficient staff	2	2	4
Total failure of ICT systems	2	3	6
Loss of accommodation	1	3	3
Fraudulent activity	2	1	2
Failure to provide statutory elections or referenda	1	3	3

Very Likely ----- Likelihood ----- Remote	Low 4	High 8	Very High 12	Very High 16
	Low 3	Medium 6	High 9	Very High 12
	Low 2	Low 4	Medium 6	High 8
	Low 1	Low 2	Low 3	Low 4
Impact -----> Unacceptable				

Impact Score	Likelihood Score
4 (Catastrophic)	4 (Very Likely (≥80%))
3 (Critical)	3 (Likely (21-79%))
2 (Significant)	2 (Unlikely (6-20%))
1 (Marginal)	1 (Remote (≤5%))

Version Control

Version No.	Date	Reason for Update / Significant Changes	Made By
1.0	09/10/19	First draft	MS

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