

Service Plan: ELECTIONS – 2007/08

Part 1. Purpose of the Service

To support the democratic service by striving to make voting and voter registration easier, secure and more accessible to all, using the most up to date methods.

Part 2. Plans to Improve Your Service in 2007/08

#	Action	Supporting Information (eg resources, outputs, outcomes and risks)	Complete by Month	Responsible Officer
Actions to Improve Customer Service (Council priority):				
1	Website accessibility improved by adding election frequently asked questions (FAQs) section.	Resources: Text written by Electoral Services Manager, but actioned by Web Services Officer. Outputs: Improved website accessibility Outcomes: Improved: election turn out (SX2), canvas returns (SX1) and Satisfaction with the website (SF704) Risks: No major risk	April 07	Laura Lock
2	100% of postal votes checked to ensure signature and date of birth match the initial application.	Resources: Temporary staff for 2 weeks Outputs: Valid postal votes Outcomes: No election disputes Risks: Petition leading to invalid election	May 07	Laura Lock
3	Contact Centre to send Voter Registration Form to all residents who inform Council Tax of a change in address	Resources: Existing Contact Centre staff Outputs: Up-to-date voter list Outcomes: Gershon efficiency savings Risks: Sending voting forms to incorrect address could result in electoral fraud	Sept 07	Laura Lock
Affordable Housing and Growth Area milestones (Council priorities):				
4	Assist Legal Services to establish relevant Parish electoral arrangements for growth areas.	Resources: No major impact Outputs: Fair representation to electors Outcomes: Meet statutory obligation Risks: Electoral disputes	March 08	Laura Lock

Actions to mainstream Council policies (Community Safety, Climate Change and Equalities):				
5	Purchase light-weight polling booths for use in all polling stations.	Resources: Government grant funding Outputs: Safer operating area Outcomes: Minimise potential for accidents Risks: Health and Safety	May 07	Laura Lock
Actions to deliver LAA targets:				
Actions to improve the service provided by your team:				
Actions to improve the efficiency or Value for Money of your service:				
6	Review all polling districts and places, including public consultation.	Resources: Website and South Cambs magazine Outputs: Polling stations/places in most accessible place for electorate Outcomes: Statutory obligation complied with and higher voter turnout (SX1) Risks: Failure to comply with statutory requirement	Dec 07	Laura Lock
Actions to develop and support your workforce and learning:				
7	Maintain skills and up-to-date knowledge of team by attending Association of Electoral Administrators courses	Resources: Training budget Outputs: Skills maintained Outcomes: Efficient election process Risks: Electoral disputes	May 07	Laura Lock
Actions to address risks to your service:				
8	Possible Parliamentary election in March 2008	Resources: Additional staffing resource Outputs: Election runs smoothly Outcomes: Statutory requirements complied with Risks: Staff stress and election viability	Nov 07	Laura Lock

Part 3. Performance Indicators

Key to Colour Code in 05/06 "Top Quartile" column:

Top quartile		Middle to top quartile		Bottom to middle quartile		Bottom quartile	
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PI Code	PI Description	Past Performance					Future Targets		
		05/06		Top Quartile	06/07		07/08	08/09	09/10
		Target	Actual		Target	Actual	Target	Target	Target
Customer Service									
Affordable Housing and Growth Areas									
Community Safety, Climate Change, Equalities									
Local Area Agreement (LAA) targets									
Service Quality/Provision									
SX2	% households returning annual canvass form	96.5 %	95.8 %		98.4 %	98.4 %	99 %	99 %	99%
Finance, Efficiency and Value for Money									
SX1	% turnout for District Council and National General elections (i.e. Parish elections are excluded)	68 % Note 1	68.6 %		40 % Note 2	42 %	42 % Note 3	43 % Note 3	69% Note 4
Workforce and learning									
Other PIs									

Note 1: 2005/06 was a General Election year and turnout would be expected to be above the normal.

Note 2: Elections were in a third of the district and therefore scope for publicity was reduced. Historically turnout is lower for these elections than where there are European or General elections but we do try to increase turnout each year.

Note 3: Assumes District Council only

Note 4: Assumes General election year.

Part 4. Looking to the Future

Major issues or needs which your service will need to address (to maintain the level of service and new issues such as legislation, growth areas, demographic change)	Resource Requirements (Finance, staff, skills equipment etc)	Please tick appropriate years				
		2008/09	2009/10	2010/11	2011/12	2012/13
Parliamentary election	<p>It is understood that it could be in early 2008, which would have a serious impact on current staffing resource.</p> <p>The resultant Parliamentary boundary review, which would follow a dissolution of Parliament, means the register would need to be republished.</p>	✓?				
European and County elections	Current staffing levels will be inadequate if these two elections are not combined (currently County in May and Euro in June)		✓			
Growth Areas	Existing staff resource is insufficient to cope with planned increases in electorate.			✓?	✓?	
Postal Vote Identifier (PVI) Review	<p>The District Council is expected to fund the Collection of PVIs</p> <p>There would be significant work impact on current staff resource</p>				✓?	