

CHIEF EXECUTIVE'S DEPARTMENT

Statutory Services Divisional – Business Plan & Scorecard 2009/12

Head of Service - Peter Jones



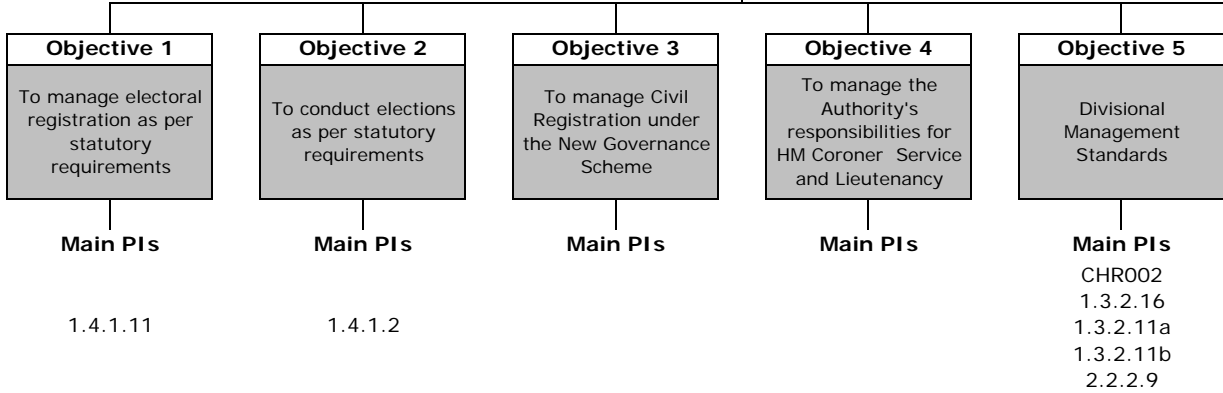
To deliver the Community Plan priorities of:

*** Being Open, Transparent and Inclusive**

The objectives below will be pursued:

Gross Budget 2009/10

£1,483,000



*Details of these key PIs is provided in Table 5a
Further supporting Indicators can also be found in Table 5a*

	<u>Contents</u>	Re use	Pre populated	Hyper link	Update
Cover	The Divisional Objectives on a Scorecard	✓			
Values		✓			
Part 1 The Service in context					
1a	Service Facts - Profile of Service	✓			
1b	How the Service Fits in with the Community Plan (USE Table 1c To Help)	✓			
1c	The Council priorities that the Service supports	✓			
Part 2 Where are we now and where do we want to be ? (How the Division is performing)					
2a	Risk Assessment		✓		
2b	How we are doing on this year's (2008/09) objectives		✓	✓	
2c1	Consultation				
2c2	Partnership		✓		
2d (i)	All Wales Statutory and Core Performance Indicator Comparative Information Chart		✓		
2d (ii)	Commentary Page on the All Wales Statutory and Core Performance Indicator Comparative Information Chart				
Part 3 How do we get there? (Service Improvement Planned 2009-12) - Basis of Business Unit Plans.					
3a	For each Service Objective over three years – <ul style="list-style-type: none"> · Identify the Actions that you are taking to achieve measurable improvement. · Try to identify quarterly mile stones over three years · Remember to address the financial, workforce, accessibility and system needs 	Roll on last years three year plan			✓
3b	Divisional Management Standards				
Part 4 Use of Resources					
4a	Enter your Service Budget and projections over three years. Explain variation		✓		
4b	Identify savings and efficiencies		✓		
4c	Capital ?		✓		
Part 5 Results and Target Data					
5a	2008- 09 results and targets for 2009/10 - Main and secondary indicators in detail - Explain significant variations from year to year, between target to projected result for the year and explain any major change in future targets		✓		✓
5b	Divisional Management Standards		✓		
5c	Measurement Summary - The Balance		✓		
5d	List of the Core Measures that the Service reports on - but will not be using in this business plan.		✓		

In building a better Carmarthenshire it is important that our actions are built upon a foundation of key values and principles that act as a guide for our initiative and enterprise.

Our core Values

Openness, Trust, honesty, integrity

We believe in openness and honesty in all our dealings with the public; we will provide comprehensive information to the public about our services so that they can judge how well we are performing.

Putting Customers First

We will ensure that the needs of our customers are at the heart of everything we do. We will treat people with respect at all times.

Listening - and delivering on promises

We are a listening organisation which consults before reaching major decisions and, having reached a decision, delivers on our promises. We believe in clear leadership, informed decision making, robust scrutiny and honouring commitments.

Working in partnership

We believe in partnership - thinking together and acting together. We will strive to avoid duplication and waste of effort through working closely with our partner organisations, the voluntary sector, trade unions and the local community.

Valuing our staff

We can deliver nothing without the efforts of our staff - they are the reason we succeed. We will support, praise and invest in our workforce to achieve higher standards of service delivery.

Ensuring Equality of Opportunity

We value diversity and recognise the unique contribution of all members of our community. We will serve all of our customers and the community equally, and strive to ensure that everyone has the same rights of access to all of our services.

Treating the Environment with Respect

We aim to be a leader in the field of sustainability - improving the quality of life for local people while conserving the earth's resources and protecting the environment.

Improving our Services

We will strive to continuously improve our services; we are an innovative organisation which constantly seeks new and better ways to deliver our services.

These values permeate everything that we do whilst ensuring that we make better use of resources wherever possible.

Statutory Services – Business Plan 2009-2012

Part 1 - The Service in context

Table 1a

Service Facts

Division	Statutory Services	E-Mail: PJJones@carmarthenshire.gov.uk
Division Head	Peter Jones	For further information please go to www.carmarthenshire.gov.uk/performance or Telephone:01267222609
Executive Board Member		
Scrutiny Chair		

Service Profile

The Division is responsible for Elections; Registration of Electors; H.M. Coroner; Civil Registration and Lieutenancy. The Division has an active voter engagement programme and communicates with the electorate via a number of sources including Junior, Secondary and Tertiary education. Civil Registration (Births, Deaths, Marriages, Citizenship) is now part of the national New Governance Scheme which sets standards of service in partnership with the Registrar General and HM Inspectorate.

Part 1(Continued) - Table 1b

How we fit in

1) How the Service links to and supports the delivery of the Community & Improvement Plan/Corporate Strategy :

Theme: Building a Better Council Sub Theme: Being Open, Transparent & Inclusive

2) The key service strategies/plans that are the drivers for the Service

1. Improvement Plan
2. Community Strategy

Risk Assessment for 2009+ - Table 2a

NOTE: - All Council Risks are on this spreadsheet

- Please filter the data for appropriate Division and Business Unit

- High and Medium Risks must be addressed in the Divisional Plan and Low Risks must at least be addressed in the Business Unit Plans

Dept	Division	Risk Area	H=High; M=Medium; L=Low	Reference
Chief Executives	Statutory Services	Ensure preparedness for the European elections in June 2009	L	09/PJ/L1
	Statutory Services	Ensure that the Civil Registration Service complies with the standards of service provision detailed within the national New Governance Scheme	L	09/PJ/L2
Chief Executives	Statutory Services	Engage with voter participation activities to promote electoral registration and the public's involvement with the democratic process	L	09/PJ/L3

Table 2b How are we doing against the current years business plan actions ?

This page is prepopulated for the Division prior to release

Summary of Progress - Q4







Objectives in Divisional Business Plan	Total No. of actions agreed	Total No. of actions completed / overall deemed on target	Total No. of actions overall deemed off target	Total No. of actions not reported	% overall on target	Progress? 75%+= 😊 25-74%= 😐 0-24%= 😞
						
To manage electoral registration as per statutory requirements	3	3	0	0	100%	😊
To manage the conduct of Elections as per statutory requirements.	3	2	0	1	67%	😐
To ensure that the RBDM Service is provided as per statutory regulations	3	3	0	0	100%	😊
To manage the Authority's involvement with HM Coroner's Service and the Lieutenancy Service	3	2	0	1	67%	😐
Overall performance	12	10	0	2	83%	😊

Table 2: Objective summary

http://intranet/CCC_APPS/eng/PIMS/actions/reports/BusinessPlanReport.asp?DocumentID=97

Any key issues that need to be taken forward to 2009+ are addressed in table 3a

Any remedial action on off target issues can be examined on PIMS



Table 2c1 - Customer Consultation

What consultation have you undertaken in the past year ?	Any actions in this years plan ?
<p>Statutory Services is in continual consultation with the Electoral Commission, the Home Office, Welsh Assembly Government, the Ministry of Justice and other organisations with regard to changes in regulations and practices. A major consultation took place with users of the Civil Registration Service to assess needs with regard to the modernisation of the service under the New Governance Scheme.</p>	<p>Obtain feedback from users of Electoral Services and Civil Registration to monitor service provision.</p>

Filter by service

Partnership Working

Table 2C2

Subject Area	Activity Lead Officer Contact	Reason for Joint Working	Participating Organisations
Coroner Service	Peter Jones Statutory Services Manager 01267 228609 PJJones@carmarthenshire.gov.uk	Consultation with regard to the introduction of the Coroners Bill (2009-10) which will reform the Coroners Service at a local and national level. This work will entail identifying emerging issues and engaging with stakeholders and policy makers.	Ministry of Justice, WAG, WLGA, Local Authorities, Lead Officers.
Civil Registration	Peter Jones Statutory Services Manager 01267 228609 PJJones@carmarthenshire.gov.uk	Commitment to the process of New Governance which provides for a more flexible, less prescriptive registration Scheme allowing the Authority greater discretion to deliver a local service which meets national performance standards.	Home Office, HM Registration Inspectorate, Proer Officers, Civil Registration staff.
Participation in the Democratic Process	Peter Jones Statutory Services Manager 01267 228609 PJJones@carmarthenshire.gov.uk	Development of activities that encourage electoral registration and voter turnout including junior, secondary and tertiary education. Liaison with the Electoral Commission to promote these activities in the Commission's national publication and website.	Electoral Commission, Association of Electoral Administrators, Ministry of Justice, Returning Officers

Part 3 - Service Improvement Planned in 2008/11

Table 3a

What we want to achieve in 2009/10-12

Objective 1	To manage electoral registration as per statutory requirements										
Main PI(s) & Target:	1.4.1.11 - % electoral registration forms 'A' returned - Please see Table 5a										
3	4	5	6	7	8	9	10	11	12	13	14
Key Action	Supporting Sub-Action Tasks (How are we going to achieve it?)	Owner /Resp. Officer	2008/09	2009/10	2010/11	Target Start Date	Target End Date	PI Link (if appl) See 2 above	Corp priority ref	For IP? 2008/09	Free for Dept Tag eg Joint Review Action?
Compile and publish edited and non-edited versions of the electoral registers		pjjones/au dwilliams				01/06/09	31/12/09		BOTI	✓	
	Process the return of electoral registration Forms A with respect to the annual canvass	pjjones/au dwilliams				01/06/09	31/12/09		BOTI		

Part 3 - Service Improvement Planned in 2008/11

Table 3a

What we want to achieve in 2009/10-12

Objective 2	To conduct Elections as per statutory requirements										
Main PI (s) & Target:	1.4.1.2 - improve the % turnout for local elections from 48.5 % in 2008/09 to 60% in 12/13										
3	4	5	6	7	8	9	10	11	12	13	14
Key Action	Supporting Sub-Action Tasks (How are we going to achieve it?)	Owner /Resp. Officer	2009/10	2010/11	2011/12	Target Start Date	Target End Date	PI Link (if appl) See 2 above	Corp priority ref	For IP? 2009/10	Free for Dept Tag eg Joint Review Action?
To promote voter participation by communicating via community newsletters, the press, website and the canvass		pjones/aud williams				01/04/09	31/03/10		BOTI		
Design project plan for the European Election 2009		pjones/aud williams				01/04/09	31/05/10		BOTI		SBP
	Take into account the requirements of the Regional Return officer for Wales when project planning for European Election 2009	pjones/aud williams				01/04/09	31/03/10		BOTI		
To comply with statutory timetables of respective elections		pjones/aud williams				01/04/09	31/03/10		BOTI	✓	

Part 3 - Service Improvement Planned in 2008/11

Table 3a

What we want to achieve in 2009/10-12

Objective 3

To manage Civil Registration Under the New Governance Scheme

Main PI (s) & Target:

No Main Indicators - For full definition/data and other supporting indicators see Table 5a.

3	4	5	6	7	8	9	10	11	12	13	14
Key Action	Supporting Sub-Action Tasks (How are we going to achieve it?)	Owner /Resp. Officer	2009/10	2010/11	2011/12	Target Start Date	Target End Date	PI Link (if appl) See 2 above	Corp priority ref	For IP? 2009/10	Free for Dept Tag eg Joint Review Action?
Comply with the standards of service under the New Governance Scheme.		pjjones/audwilliams				01/04/09	31/03/10				
	Monitor the standards of service provided by Civil Registration under the New Governance Scheme	pjjones/audwilliams				01/04/09	31/03/10				SBP

Part 3 - Service Improvement Planned in 2008/11

Table 3a

What we want to achieve in 2009/10-12

Objective 4

To manage the Authority's Responsibilities for HM Coroner Service and Lieutenancy

Main PI (s) & Target:

No Main or Secondary PI's

3	4	5	6	7	8	9	10	11	12	13	14
Key Action	Supporting Sub-Action Tasks (How are we going to achieve it?)	Owner /Resp. Officer	2008/09	2009/10	2010/11	Target Start Date	Target End Date	PI Link (if appl) See 2 above	Corp priority ref	For IP? 2008/09	Free for Dept Tag eg Joint Review Action?
To administer the Authority's duties with regard HM Coroner's Service and Lieutenancy Service		pjjones/aud williams				01/04/09	31/03/10				
	Membership of the Wales Coroners Lead Officers Group - To advise/consult on the implications of the Coroners Bill	pjjones/aud williams				01/04/09	31/03/10			✓	SBP
	To administer special birthday and anniversary occasions, Remembrance Services and royal visits within Carmarthenshire.	pjjones/aud williams				01/04/09	31/03/10				

Table 3b

What we want to achieve in 2009/10-12

Key Divisional Objective: Divisional Management Standards												
Key PI (s) & Target:												
3	4	5	6	7	8	9	10	11	12	13	14	15
Key Action	Supporting Sub-Action Tasks (How are we going to achieve it?)	Owner /Resp. Officer	2009/10	2010/11	2011/12	Target Start Date	Target End Date	PI Link (if appl) See 2 above	Corp priority ref	Balance F,P,A,Q,SO	For IP? 2009/10	
a. Helping Staff to Perform - all staff to have an opportunity to discuss their performance and how they can be helped to improve.												
Ensuring staff receive a 'Helping People to Perform' meeting with their line manager								1.3.2.11 b	MSOS			
								1.3.4.11a	MSOS			
b. Communications - to ensure effective internal communication. Including staff conferences, team meetings and newsletters.												
Ensure telephones are answered quickly								2.2.2.9	BPCF			
c. Collaboration Partnership Working (Working within Making the Connections Framework) to engage other Councils and local agencies to consider working together to maximise resources, reduce duplication and generate savings												
Cross refer to table 2c												
d. Priority Based Budgeting - Working to identify more efficient ways of providing services/reducing costs												
See Table 4b												
e. Marketing the Council - working proactively to ensure a flow of stories and initiatives.												

PART 4 - Use of Resources

3 Year Revenue Budgets

Table 4a

2009-10 to 2011-12

		Approved 2009-2010			Outlook 2010-2011			Outlook 2011-2012		
2008/09		Expend'	Income	Net	Expend'	Income	Net	Expend'	Income	Net
248	Registration of Electors	260	-2	258	264	-2	262	267	-2	265
324	County Elections	173	0	173	174	0	174	176	0	176
6	Community Council Elections	6	0	6	6	0	6	7	0	7
-3	Statutory Services	338	-334	4	345	-334	11	353	-334	19
288	Registrars	441	-138	303	456	-142	314	471	-147	324
257	Coroners	265	0	265	273	0	273	280	0	280
1,120	Total Statutory Services	1,483	-474	1,009	1,518	-478	1,040	1,554	-483	1,071

Table 5a – Statutory Services Divisional Business Plan

Our Key Measures of success - 2007/08 results, 2008/09 projected results and targets for 2009/10 +

		How well have we done?				How well are we doing?				Improvement						
		Comparative Info.				See explanation of performance				See explanation of targets						
a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q
PI REF	Definition (If abbreviated see full definition on footnote below)	2007/08				2008/09				2009/10		10/11	11/12			
		Our Result	Welsh Best Quartile	Welsh Median	How we compare to Wales * to ****	Target	Actual	Target Met ☺ or ☹	Did we improve ▲ or ▼	Target Set	Target Set to improve against result (h) ✓ or ✗	Target Set	Target Set	Improve ment Plan? Key or Supporting	Corp Priority ref (Sub Theme) See table 1c	Balance SO,F,P,Q ,A
Objective 1: To manage electoral registrations per statutory requirements																
Main Indicator(s)																
1.4.1.11	% electoral registration forms 'A' returned The target will continue at 95.00% because of the many changes in the legislation at the moment and the possibility that there may be more changes ahead in 2009. It is therefore considered prudent to leave the target where it is presently.	95.98%	Not Applicable		95.00%	95.18%	☹	▼	95.00%	✗	95.00%	TBC	S	BDTI	SO	
Secondary Indicator(s)																
1.4.1.1	% electoral registration forms 'A' issued before 15th September The Department has set itself the very challenging target of achieving 100% of Forms A to be issued by the 15th September The actual statutory requirement is for All Forms A to be issued by the 10th October and in this respect we have met our target.	100.00%	Not Applicable		100.00%	99.90%	☹	▼	100.00%	✓	100.00%	TBC	✗	BOTI	Q	
1.4.1.4	Annual register published by December 1st (Yes(1)/No(0))	Yes	Not Applicable		Yes	Yes	☺	▼	Yes	✗	Yes	Yes	✗	BOTI	Q	
Objective 2: To conduct elections as per statutory requirements																
Main Indicator(s)																
1.4.1.2	The % turnout for local elections The turnout result was higher than the previous local government elections in 2004. This performance indicator is outside the direct control of Electoral Services, although we will continue with our proactive policy to encourage voter turnout throughout the county and we will continue to develop and introduce voter encouragement schemes	47.3% (2004 result)	Not Applicable		60.0%	48.5%	☹	▲	60.0%	✓	60.0%	TBC	K	BDRO	SO	
Objective 3: To manage the registration of Births, Deaths and Marriages as per statutory requirements																
Secondary Indicator(s)																
1.4.3.1	% of customers satisfied with the service There were two fairly dissatisfied customers throughout the year. We will continue with questionnaires to monitor customer satisfaction	99.66%	Not Applicable		100.00%	99.39%	☹	▼	100.00%	✓	100.00%	100.00%	✗	BOTI	SO	

Objective 4: To manage the Authority's involvement with HM Coroner 's Service and Lieutenacy Service

There are no measures linked this Objective

Table 5b – Statutory Services Divisional Business Plan

Performance Measurement Results 2007/08+ and Targets 2009/10 +

		How well have we done?	How well are we doing?				Improvement				
			See explanation of performance				See explanation of targets				
a	b	c	d	e	f	g	k	l	m	n	
		2007/08	2008/09				2009/10	10/11	11/12		
PI REF	Definition (If abbreviated see full definition on footnote below)	Our Result	Target	Actual Result	Target Met ☺ or ☹	Did we improve ▲ or ▼	Target Set	Target Set to improve against result (e) ✓ or x	Target Set	Target Set	
Divisional Standard Measures (Link to Table 3b)											
a. Helping Staff to Perform											
1.3.2.11(b)	% of third tier managers appraisals carried out during the year	100%	100%	100%	☺	▼	100%	x	100%	100%	
Please note that the above targets are those set for the whole Authority											
1.3.2.11(a)	% Appraisals carried out during the year	100%	100%	100%	☺	▼	80%	x	100%	100%	
Please note that the above targets are those set for the whole Authority											
b. Internal Communications											
2.2.2.9	% calls answered within 14 second target	74.16%	80.00%	Not reported	☹	▼	80.00%	✓	80.00%	80.00%	
The process of checking all call extension numbers, which has been ongoing during 08/09 and allocating to staff names has now been completed. IT are now setting the call loggers to enable management reports to be produced at the end of Q2. Please note that the targets set are those set for the whole Authority.											
c. Human Resources											
CHR /002	The number of working days/shifts per Full Time Equivalent lost due to sickness	10.9 Days	12.6 Days	24.4 Days	☹	▼	11.0 Days	✓	TBC	TBC	
1.3.2.16	% of Return to Work Interviews conducted	40.90%	65.00%	92.90%	☺	▲	55.00%	x	TBC	TBC	
Please note that the above targets are those set for the whole Authority											

Table 5c - Measurement Summary

Balanced Suite of Measures ?

					Use or Resources Perspective	
	Customer /Service Outcomes perspective	Quality of Service and Operational effectiveness	Accessibility Perspective	Financial Perspective	People and Capability Perspective	
	No. of measures used	No. of measures used	No. of measures used	No. of measures used	No. of measures used	
Objective 1	1	2	0	0	0	
Objective 2	1	0	0	0	0	
Objective 3	1	0	0	0	0	
Objective 4	0	0	0	0	0	
Total	3	2	0	0	0	

Note: You do not have to have measures in all boxes