



**Causeway
Coast & Glens
Borough Council**



**CORPORATE SERVICES
DIRECTORATE**

**DEMOCRATIC AND CENTRAL
SERVICES**

BUSINESS PLAN 2020/2021



PURPOSE OF THE PLAN

- Give a clear sense of what the service is for and the challenges it faces.
- Show how it is supporting Council's priorities.
- Show how it is contributing to the efficiency drive and transformation of service delivery.
- Show how it is aligning its resources to meet the challenges ahead.
- Help us to hold ourselves to account and ensure we deliver for Council and its residents.
- Bring key information together in one place about the service, which Members, staff and stakeholders can understand.

STRATEGIC THEMES/FUNCTIONS

Democratic Services

- Ensure the management and administration of the democratic process and formal meetings to meet legal and constitutional requirements.
- Provision of support for Mayor and Elected Members and managements of Council's civic and ceremonial events.
- Ensure the provision of an efficient corporate support service including the development of Council's customer service framework and complaints tracking process.
- Co-ordination of local elections.

Land and Property

- Responsible for the strategic, operational and administrative management of the Council's Land and Property portfolio.

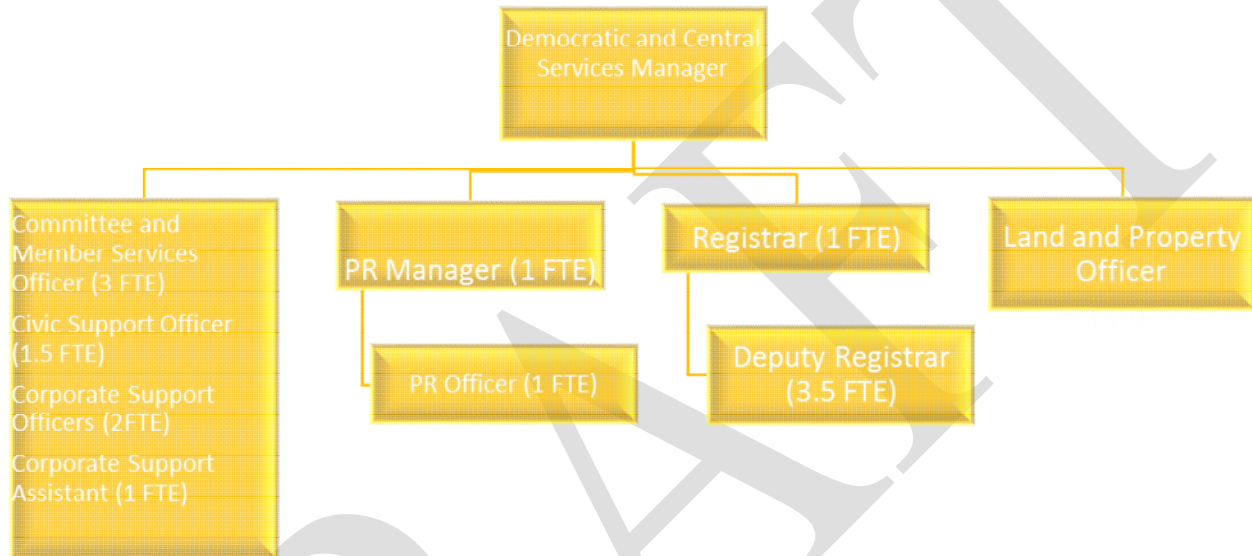
Registration and Cemeteries Administration

- Provision of service relating to the conduct of marriages and civil partnerships and the registration of births and deaths
- Delivery and development of Council's Cemeteries Administration service.

Corporate Communications

- Promote a positive image of the Council through the development and implementation of a Corporate Communication and Engagement Strategy.

DEMOCRATIC AND CENTRAL SERVICES ORGANISATIONAL STRUCTURE¹



STRATEGIC AIMS OF THE SERVICE

Aligned with the following Council Strategic Aims and Objectives:

- Leader and Champion
- Innovation and Transformation
- Protecting and Enhancing Our Environments and Assets

STRATEGIC OBJECTIVES OF THE SERVICE

1. Complete programme of work to modernise and strengthen democratic services.
2. Ensure the capacity of Elected Members is maximized.

¹ Land and Property Business Support Assistant and Land and Property Solicitor appointed in 2019 on 2 year fixed terms contracts.

3. Deliver improved customer satisfaction by improving communications, customer support services and processes and provision of effective communication within Council that generates positive profile on all Council services.
4. Ensure appropriate resources, systems and processes are in place to manage, protect, inspect and monitor the large land and property portfolio for the Council.
5. Ensure that Council delivers its Registration and Cemeteries Administration functions in accordance with legal requirements and best practice.

Strategic Objective

1. Complete programme of work to modernise and strengthen democratic services.

Link to Corporate Aims and Objectives

- Leader and Champion

Work Streams / Operational Actions / Outcomes	Budget £	Timescale	Performance Indicators
Provide effective and compliant committee services to support officers and Elected Members in decision making process.	51009	Ongoing	100% agendas published at least 5 days prior to date of meeting. 95% minutes published within 5 working days of the date of the meeting. 95% Council meeting actions/decisions lists published within 5 working days.
Establish a high performing team which can support officers, Mayor and Elected Members with the provision of specialist support and guidance.	Within existing staffing budget 51009	March 2021	Review of Democratic Structure complete and structure populated. Member satisfaction survey conducted with 70% satisfaction rate. Number of Mayoral engagements and Civic Events delivered.

Strategic Objective

2. Ensure the capacity of Elected Members is maximized.

Link to Corporate Aims and Objectives

- **Leader and Champion**

Work Streams / Operational Actions / Outcomes	Budget £	Timescale	Performance Indicators
NI Charter status for Elected Member Development progressed.	0	Ongoing	Number of meetings of Elected Member Steering Group held. Number of required targets to achieve Charter status met.
Member training analysis reviewed and Annual Training Programme developed.	£8,000	Ongoing	Number of days per councillor spent on training.

Strategic Objective

3. Deliver improved customer satisfaction by improving communications, customer support services and processes and provision of effective communication within Council that generates positive profile on all Council services.

Link to Corporate Aims and Objectives

- Leader and Champion

Work Streams / Operational Actions / Outcomes	Budget £	Timescale	Performance Indicators
Carry out Customer Satisfaction Survey		March 2021	Baseline satisfaction level established.
Effective management of corporate complaints process.			Number of complaints received per 1,000 head of population. Average time taken (in working days) to successfully conclude a complaint. Percentage of complaints rectified within target time. Number of positive comments received.
Provide effective media management and communication by increasing PR presence at Council and Committee meetings and increasing social media engagement following each meeting. Closer liaison with service areas through regular meetings of the Communication Liaison Group.		Ongoing	One Citizens' Newsletter issued annually. Number of media queries received. Number of press releases issued. Number of placements secured. Number of meetings held.

Strategic Objective

4. Ensure appropriate resources, systems and processes are in place to manage, protect, inspect and monitor the large land and property portfolio for the Council.

Ensure appropriate resources, systems and processes are in place to manage, protect, inspect and monitor the large land and property portfolio for the Council.

Work Streams / Operational Actions / Outcomes	Budget £	Timescale	Performance Indicators
Maximise value of Council's land and property assets in line with Council's Asset Management Strategy and Land and Property Policy		Ongoing	Number of assets in disposal process. Number of commercial leases' rent reviews completed. Charging policy for use of Council land implemented.
Review resourcing of Land and Property section		January 2021	Review complete and resourcing report presented.

Strategic Objective			
5. Ensure that Council delivers its Registration and Cemeteries Administration functions in accordance with legal requirements and best practice.			
Link to Corporate Aims and Objectives			
<ul style="list-style-type: none"> Leader and Champion 			
Work Streams / Operational Actions / Outcomes	Budget £	Timescale	Performance Indicators
Provide effective and compliant Registration services in accordance with GRO legislation		Ongoing	Cost of Registration Service per head of population Number of births registered per 1,000 head of population Number of deaths registered per 1,000 head of population Number of marriages and civil partnerships registered per 1,000 head of population Service user satisfaction with registration services
Revision of resource fees set by Council for ceremonies.		December 2020	Report presented to Council for approval.