



**CORPORATE SERVICES**  
**DIRECTORATE**

**DEMOCRATIC AND CENTRAL  
SERVICES**

*BUSINESS PLAN*

## **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 to ensure protection of Council's assets.

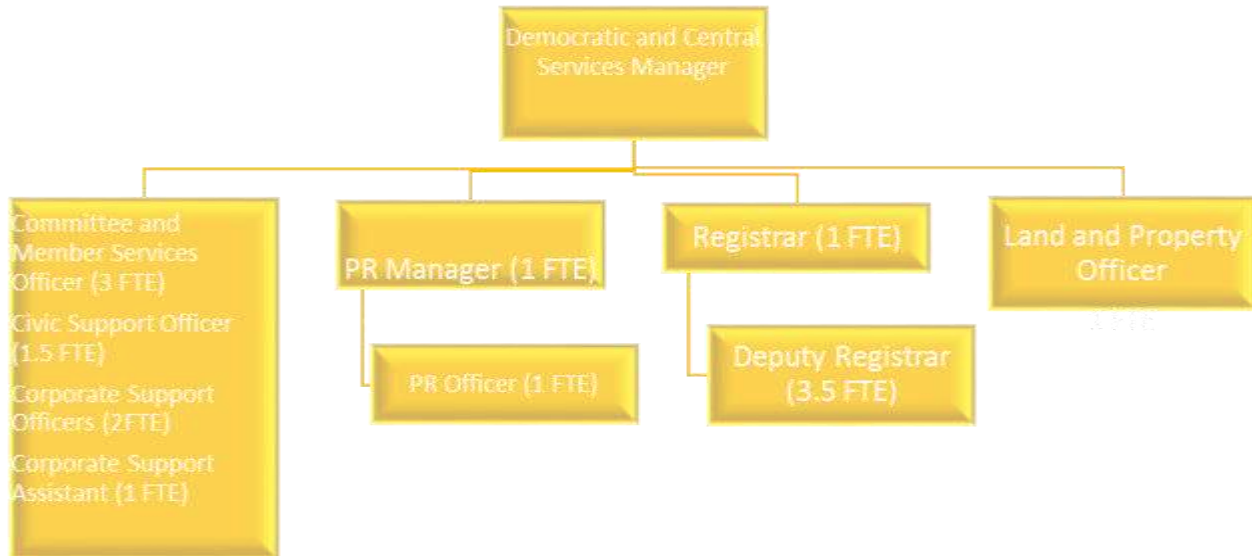
### **Registration and Cemeteries Administration**

- 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 STRUCTURE



## 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 maximised and achieve Charter status.
3. Introduce efficient and effective customer engagement and communications processes.

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**

<b>Work Streams / Operational Actions / Outcomes</b>	<b>Budget £</b>	<b>Timescale</b>	<b>Performance Indicators</b>
In partnership with ICT roll out the Members' Portal to Elected Members.	0	June 2018	Members' portal live and in use by x% of Elected Members.
Revision of Committee report format.	0	September 2018	Report presented to CPR June 2018 and new format rolled out by September 2018.
Provide effective and compliant committee services to support officers and elected members in decision making process.	0	Ongoing	100% agendas published at least 5 days prior to date of meeting. 95% minutes published within 5 working days 95% Council meeting actions lists published within 5 working days

<b>Strategic Objective</b>			
2. Ensure the capacity of Elected Members is maximised and achieve Charter status.			
<b>Link to Corporate Aims and Objectives</b>			
<ul style="list-style-type: none"> <li>• <b>Leader and Champion</b></li> </ul>			
<b>Work Streams / Operational Actions / Outcomes</b>	<b>Budget £</b>	<b>Timescale</b>	<b>Performance Indicators</b>
Undertake a survey of Elected Members to establish Member satisfaction levels and identify areas of improvement in relation to committee/administration services. Develop an action plan to meet Elected Member needs.	0	Autumn 2018	Baseline member satisfaction level established.  Action plan adopted by Council March 2018
Develop and implement a Member Development Strategy as part of the NI Charter for Elected Member Development.	0	Autumn 2018	Charter status achieved by Autumn 2017
Develop an annual Programme of Elected Member Training	£13,000	Autumn 2018	60% uptake of training by Elected Members
Develop a Members' Induction Programme	0	Autumn 2018	

**Strategic Objective****3. Introduce efficient and effective customer engagement and communications processes.****Link to Corporate Aims and Objectives**

- **Leader and Champion**

<b>Work Streams / Operational Actions / Outcomes</b>	<b>Budget £</b>	<b>Timescale</b>	<b>Performance Indicators</b>
Develop Customer Services Charter.	0	Ongoing	Communications Liaison Group meetings held Draft charter presented to CPR

**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.****Link to Corporate Aims and Objectives**

- **Leader and Champion**

Review resources allocated to Land and Property function to develop programme of work in relation to encroachments, first registration and rent reviews to be commenced.	0	June 2018  December 2018	Review complete and presented to Land and Property Sub-Committee  Programme of work developed
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<b>Strategic Objective</b>			
<b>5. Ensure that Council delivers its Registration and Cemeteries Administration functions in accordance with legal requirements and best practice.</b>			
<b>Link to Corporate Aims and Objectives</b>			
<ul style="list-style-type: none"> <li><b>Leader and Champion</b></li> </ul>			
<b>Work Streams / Operational Actions / Outcomes</b>	<b>Budget £</b>	<b>Timescale</b>	<b>Performance Indicators</b>
Provide effective and compliant Registration services in accordance with GRO legislation		Ongoing	Adherence to Information Governance policies. Adherence to the Northern Ireland Registration Office System (NIROS) Security Operating Procedures
Provision of adequate staffing across the four Registration Offices	4.28 FTE	Ongoing	Continuous monitoring of staffing and calendars for appointments in each area
Review of staffing resources allocated by GRO	4.28 FTE	June 2018	Trawl to fill the two vacant days in the Limavady office – 5 <sup>th</sup> staff member required Thursday to Saturday
Review of cemeteries administration	0.40 FTE	June 2018	Consultation with Estates and Human Resources regarding the possible recruitment of a cemeteries officer
Develop and Implement plan for staff attending venues for ceremonies in adverse weather conditions		Winter 2018	Consultation with relevant officers
Develop contingency plan for Beach ceremonies due to practicalities of weather		June 2018	Consultation with relevant officers
In partnership with Environmental Services		Autumn	“Pilot” whereby the most popular beaches are



## 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

- **Leader and Champion**

continue with the plan to permanently approve Council maintained beaches, RVACC and Ballymoney Town Hall for civil ceremonies		2018	approved for 3 years and the temporary place process for the others remain. Council buildings require approval status
Revision of resource fees set by Council for ceremonies		Autumn 2018	Increase fees and introduce a non-refundable booking deposit
Provision of Council photocopiers for each of the four registration offices	Rental costs recouped from GRO	June 2018	Consultation with ICT