



**ELECTIONS SERVICE PLAN
2019 - 2022**

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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

	2019/20	2020/21	2021/22
	Latest	Latest	Latest
	£	£	£
Net Cost of Service (Direct cost / Income Only)	239,500	240,790	242,090

Further financial analysis can be found by [using this link](#)

SECTION 2: OUTPUTS AND OUTCOMES

2.1 Performance management

2.1.1 Contribution to the Councils' Strategic Aims and Objectives

Strategic Plan Priority theme	Strategic Plan objective (inc. ref)	Measure (including the reference)	Target
Better Neighbourhoods		Potential electors are encouraged to apply on-line & to conduct correspondence with Electoral Services electronically so far as the law permits ES01 - Canvass return	90%
Healthier Communities		Electoral Services will provide advice to electors and potential electors to ensure that as many eligible electors as possible are added to the electoral register. ES02 - New electoral registrations	100%

2.2 Projects

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

Project details		Project timescales		
Project title	Proposed outcome	2019/20	2020/21	2021/22
Digital Electoral Registration, via Xpress Software	Encourage customers to self-serve on-line when they register to vote or respond to electoral enquiries	✓	✓	✓
Elections	Manage and run efficient and effective elections or referendums (unchallenged), on behalf of the Returning Officer in accordance with electoral law	2 May 2019	7 May 2020	6 May 2021
Annual Canvass	To compile a complete and accurate electoral register published on 1 st December each year	Aug to Dec 2019	Aug to Dec 2020	Aug to Dec 2021

2.3

Risk Management

RISK REGISTER

Service Plan: Elections 2019-2022					
Ref	Nature of Risk	Consequence	Control Measures	Response (tolerate, treat terminate, transfer)	Risk Rating (combination of likelihood and impact)
ES01	Insufficient staff	Serious impact on performance of statutory duties at Elections.	Good management ensures low turnover of staff; Priority services identified in BCP	Treat	Low - 4
ES02	Total failure of ICT systems	Service could not continue without access to ICT systems.	Anti-virus software and tight security measures installed; Disaster Recovery Plan; Priority services are identified in the Service Continuity Plan	Treat	Medium - 6
ES03	Loss of accommodation	There is a separate risk register for Elections.	Preventative Maintenance and rolling repair programme; Disaster Recovery Plan; Fire controls and monitoring; Priority services are identified in the Service Continuity Plan; Remote access to ICT services in place	Treat	Low - 3
ES04	Fraudulent Activity	Electoral fraud either at elections or electoral registration process	Carry out Government checks on people registering to vote; Identity checks for postal votes; We send out letter to each property to check information provided.	Treat	Low - 2
ES05	Failure to provide statutory elections or referenda	Considered highly unlikely as Elections are given highest priority and statutory procedures are clear	Separate Risk Register run by project management team; Experienced staff; Monitored by Electoral Commission	Treat	Low - 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 Low -----> Unacceptable				

Impact Score
 4 (Catastrophic)
 3 (Critical)
 2 (Significant)
 1 (Marginal)

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

* Responses:

- Tolerate – the risk is effectively mitigated by internal controls, or it cannot be mitigated cost-effectively or the risk opens up greater benefits.
- Treat – continue with the activity which gives rise to the risk, but add in controls to mitigate the likelihood or impact of the risk occurring.
- Terminate – do things differently to remove the risk altogether.
- Transfer – some aspects of the risk could be transferred to a third party, e.g. insurance or paying a third party to take the risk

Version Control

Version No.	Date	Reason for Update / Significant Changes	Made By
1.0	09/10/2018	First Draft	MS
1.1	14/02/2019	Risk Register updated (new format)	PK
1.2	01/03/2019	Budgets added. Final Version. Sent to Committee	GG