



**ELECTIONS SERVICE PLAN
2022 - 2025**

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INTRODUCTION

The progress of this service plan will be monitored in the following ways:

- Through regular discussion between, service heads, managers and their teams and logged in the version control section of this document
- Performance indicator monitoring by Corporate Management Team on a quarterly basis
- Through Committee reports when necessary
- Through the projects and policy registers which are monitored regularly by Corporate Management Team.

Service Plans will be formally updated on an annual basis, taking into account internal and external influences arising from monitoring arrangements throughout the year.

SECTION 1: THE SERVICE CONTEXT

1.1 Service Overview

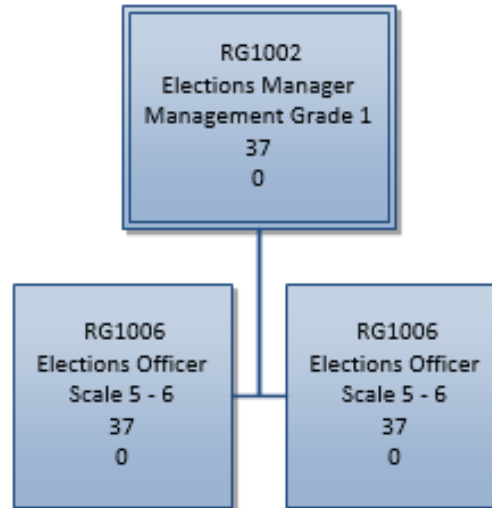
The Role of the Service

To compile and maintain a register of electors. Conduct an annual canvass and to maintain the register throughout the year as set out in legislation.

Ensure that elections are administered effectively without legal challenge and that, as a result, the experience of voters and those standing for election is a positive one. Voters are able to vote easily and know that their vote will be counted in the way they intended. It is easy for people who want to stand for election to find out how to get involved, what the rules are, and what they have to do to comply with these rules, and they can have confidence in the management of the process and the result.

1.3

Service Structure Chart



SECTION 2: SERVICE DELIVERY

2.1 Performance Management

2.1.1 Contribution to the Councils' Strategic Aims and Objectives

Corporate Framework Priority theme	Corporate Objectives	Service contribution to the Corporate Themes
Housing and Thriving Communities	<ul style="list-style-type: none"> • We will work on a local plan to deliver sufficient housing and adopt that plan by 2025. • Through our joint ventures and partnerships we will take all available practicable action to increase the supply of affordable homes in the district • We will seek to maintain the number of Green Flag accredited parks and open spaces • We will work towards reducing inequalities, prevent homelessness and encourage healthy lifestyles • We will continue to work with partners to tackle crime and anti-social behaviour and secure investment in priority interventions. 	<ul style="list-style-type: none"> • •
Sustainable Environment	<ul style="list-style-type: none"> • We will deliver the Climate Emergency and sustainability Strategy and action plan • We will continue to improve the energy efficiency of the council's buildings and local housing. • We will deliver and implement a Cycling and Walking Strategy 	<ul style="list-style-type: none"> • •

	<ul style="list-style-type: none"> • We will seek to maintain our position as one of the highest recycling authorities in Hertfordshire and England. 	
Successful Economy	<ul style="list-style-type: none"> • We will produce an Economic Strategy and implement the associated action plan. • We will continue to participate in the Hertfordshire Growth Board and South West Herts Partnership and engage the Hertfordshire Local Enterprise Partnership to support the economy • Three Rivers will be recognised as a great place to do business • We will continue to improve our relationship with the local business community • We will continue to support Visit Herts and promote Three Rivers as the home of the internationally significant Warner Bros Studios. 	<ul style="list-style-type: none"> •
High Performing, Financially Independent Council	<ul style="list-style-type: none"> • We will generate enough income to continue to provide services for the district • We will develop and deliver an improved Property Investment Strategy to maximise income from our assets and support the Commercial Strategy • We will progress our Customer Service Strategy that provides a range of contact channels for customers and sets out corporate expectations of how they should be treated • We will produce an Organisational Development Strategy to support the Council in delivering its priorities and objectives. 	<ul style="list-style-type: none"> • We aim to raise awareness and increase participation levels of residents in the democratic processes of registering to vote, and in having their say at elections through voting • Through canvass reform and other legislative changes we aim to increase digital interactions for voters to increase efficiency and performance as options for voters will increase, costs will reduce, storage capacity needs will decrease as will the necessity for large volumes of paper registration forms to be managed.

2.1.2 Performance indicators

Performance indicators are used to aid the decision making process as well as assess the efficiency and effectiveness of service delivery. The data that we use must be accurate, reliable and timely. To meet these requirements we have adopted the Audit Commission's Standards for Better Data Quality. Further details of the Council's commitment to data quality can be found via the link above.

Service Performance Indicators (PIs)

Ref	Description	2020/21 Actual	2021/22 Actual	2022/23 Target (Next Year)	2023/24 Target	2024/25 Target
ES01	Annual Canvass Return – electoral register published on 1 st December (across the district and for individual wards)	93.80%	95.6%	90%	90%	90%
ES02	New electoral registrations – monthly alterations to the register including amendments, deletions as well as additions (under rolling registration process – during and outside of elections)	100%	100%	100%	100%	100%

Please note that Performance Indicators are currently under review and some changes may be made for the final service Plans in March 2022

The Head of Electoral Services is responsible for the source data, data entry and checking the data. The purpose of collating this data is to ensure that our services improve

2.2

Project Management

Project details				Project Manager: Julie Prestidge, ESM Project Sponsor: Joanne Wagstaffe, RO	
Project title				Proposed outcome	
District Council elections & Chorleywood Parish Elections: 5 May 2022				Successfully delivered and unchallenged elections	
2022/23 Milestones				2023/24 Milestones	2024/25 Milestones
Quarter 1	Quarter 2	Quarter 3	Quarter 4		
Preparation, planning & consultation period	Combined local elections held on Thursday 5 May 2022	Post-election activities and review	Voter registration period	District & Parish council elections: 4 May 2023	TBC

Project details				Project Manager: Julie Prestidge, ESM Project Sponsor: Joanne Wagstaffe, ERO	
Project title				Proposed outcome	
To undertake the annual canvass and rolling registration				Successful continuance of revised electoral registration process in accordance with the latest legislation and EC guidance	
2022/23 Milestones				2023/24 Milestones	2024/25 Milestones
Quarter 1	Quarter 2	Quarter 3	Quarter 1	Quarter 2	Quarter 3

2.3

Contracts[See the Contracts Register for your contracts.](#)

Title of Agreement	Service Area	Service Contact	Description of the goods and / or services being provided	Supplier Name	Contract Sum £	Start Date	End Date	Review Date	Option to extend and length of extension
Printing	Elections	TBC	Ballot papers, postal votes and poll cards	Civica Election Services	£8,000.00	01/11/2020	31/12/2022	05/06/2022	Yes
Printing & Automated response services	Electoral Registration	TBC	Online, telephone & text registration services for annual canvass & rolling registration	Civica Election Services	£10,000.00	01/04/2020	ongoing	05/06/2022	Yes
Polling Station equipment	Elections	TBC	Polling booths, presiding officer packs and polling station sundries	Shaw & Sons Ltd	£6,000.00	01/04/2020	ongoing	03/01/2023	Yes
Elections system software license	Elections & Electoral Registration	TBC	Software license for use of registration system incl telephone & online support	Civica Election Services	£15,000.00	01/09/2020	ongoing	05/06/2022	Yes
Elections Staff Training	Elections & Electoral Registration	TBC	Online and in-person training of core and wider elections staff	Association of Electoral Administrators	£8,000.00	01/10/2020	ongoing	01/02/2023	Yes

2.4 Risk Management

Risk Description	Residual Likelihood Score	Residual Impact Score	Residual Risk Score
Insufficient staff	2	2	4
Total failure of ICT systems	2	3	6
Loss of accommodation	1	3	3
Fraudulent activity	2	1	2
Failure to provide statutory elections or referenda	1	3	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 -----> Unacceptable				

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

Version Control

Version No.	Date	Reason for Update / Significant Changes	Made By
1.0	04/10/2021	First Draft Gordon Glenn	GG
1.1		Updates by GG, provided by Julie P	JP/GG
1.2	03/11/21	Final check by GG	GG
1.3	24/02/22	Completed	JP