

Objective	Outcomes required	High level actions	Measure of success	Target	Lead Officer	Progress to date Notes	Status/ Completion Date
<b>DSA1</b> <b>Improve public participation in electoral and democratic processes</b>	<b>Outcome 1</b> Improved community involvement in the decision-making process.	<b>HLA 1</b> Review existing mechanisms for Community Involvement in the Council's decision making processes.	Community Engagement Action Plan agreed.	October 2007	B Garside/ S Gwilym	Action Plan agreed. Proposals drafted for review of forums.	To be considered by Members.
			Democratic Services menu of engagement activities approved and implemented. Positive customer feedback	May 2008	B Garside/ S Gwilym	Local democracy work commenced with young people. Political speed-dating event completed and feedback drafted	Further programme of events for young people being worked up.
		<b>HLA2</b> Address Equality and Diversity issues relating to the Service that are identified in the Council's Disability Equality Scheme Action Plan.	Equality and Diversity Unit Action Plan agreed and implemented.  Positive customer feedback	May 2008	B Garside/ S Gwilym	Equality and Diversity Awareness training and training for Equality Impact Assessments arranged  Action Plan to be produced.	

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<b>DSA1</b> <b>Improve public participation in electoral and democratic processes</b>	<b>Outcome 2</b> Improved Electoral Services in accordance with the provisions of the Electoral Administration Act 2006	<b>HLA3</b> Maximise and improve electoral registration and voting.	Electoral Register produced and requirements of new regulations/legislation met.	December 2007	B Garside/ K Miller	Register Produced	Completed 1 December 2007
			Sustained or increased canvass response.		B Garside/ K Miller		95% canvass response
			Elections Managed  Increased Turnout	May 2008 (Unitary)  June 2009 (European)	B Garside/ K Miller	Preparation for Unitary elections will commence January 2007.	
		<b>HLA4</b> Take on board implications from Electoral Admin Act and introduce measures to improve access, engagement and confidence in the delivery of electoral services.	Polling District and Places Review completed. Council adopts recommendations	December 2007	B Garside/ K Miller	Review approved by Council.	Completed 23 November 2007
			Feedback from electors, candidates, Members, Electoral Commission.	July 2008 – Election Services.	B Garside/ <b>K Miller</b>	Will commence June 2008	

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<p><b>DSA2</b> Provide support to the governance and decision making functions of the Council</p>	<p><b>Outcome 3</b> Decision making is open accountable, transparent and accessible</p>	<p><b>HLA5</b> Implement and keep under review effective decision making structures which have a robust Scrutiny function.</p>	<p>Reviewed political management arrangements are effective based upon:-</p> <ul style="list-style-type: none"> <li>- External assessment (eg peer review)</li> <li>- Community feedback</li> <li>- Audit Commission feedback</li> <li>- Member Feedback</li> </ul> <p>Continuous development of the Council's Scrutiny arrangements</p> <ul style="list-style-type: none"> <li>- District Council endorses Scrutiny Annual reports and work programmes.</li> <li>- Increased community - involvement/ feedback</li> <li>-</li> </ul>	<p>Reviewed arrangements in place by May 2007</p> <p>Ongoing Scrutiny development work during 2007/8</p> <p>Endorsement by District Council July 2007</p> <p>Increased community interaction with the Scrutiny function by December 2007</p>	<p>B Garside/ S Gwilym</p> <p>S Gwilym</p>	<p>Ongoing</p> <p>Under review – "Councillor Call for Action" Guidance awaited which will influence potential for increased community interaction</p>	<p>Completed May 2007</p> <p>Completed July 2007</p>

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<p><b>DSA2</b> Provide support to the governance and decision making functions of the Council</p>	<p><b>Outcome 4</b> Provide and develop effective support for Councillors in their representative role to act more effectively as community advocates and leaders</p>	<p><b>HLA6</b> Improve support for Councillors</p> <p><b>HLA7</b> Ensure that Councillors receive appropriate training and development which meets both Council and Individual needs</p>	<p>Member satisfaction survey</p> <p>Community feedback</p> <p>Member Induction Programme delivered and reviewed via Member feedback</p> <p>Charter Status for elected member development achieved</p>	<p>April 2008</p> <p>May/June 2007</p> <p>December 2007</p>	<p>B. Garside/S Gwilym</p> <p>B Garside/S Gwilym</p> <p>B Garside/S Gwilym</p>	<p>Under review – to be determined as part of the transition management process to new Authority</p> <p>To be reviewed by Member Training and Development Group in view of impact of LGR</p>	<p>Completed June 2007</p>

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DSA2 Provide support to the governance and decision making functions of the Council	Outcome 5 Improve the Council's democratic processes to meet the requirements of the proposals in the Local Government White Paper "Strong and Prosperous Communities"	HLA8 Develop an Action Plan which meets the requirements of the Local Government and Public Involvement in Health Act  - Delivering effective arrangements for the implementation of the Community Call for Action  - Developing co-ordination between the Council and its strategic partners in respect of democratic engagement and governance	Report agreed by Executive/Council on way forward.	December 2007	B Garside/ S Gwilym	Guidance awaited on the stages of implementation of the Local Government and Public Involvement in Health Act	
			Report agreed by Council. Protocol and procedures adopted.	May 2008	S Gwilym		
			Improved partnership working. Strengthened involvement for Elected Members in L.S.P. process	May 2008	B. Garside/S. Gwilym and Corporate Development Unit		
DSA2 Provide support to the governance and decision making functions of the Council	Outcome 6 Development of risk management to ensure it remains an integral part of business processes and decision making	HLA9 Develop and keep under review risk management strategy	- Risk management is embedded - Training and awareness completed - KLOE is achieved	May 2008 and ongoing	B Garside/ S Wardle	Ongoing. Training and awareness raising continuing.	

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<b>DSA3</b> To effectively manage and continually improve the Unit's services	<b>Outcome 7</b> Establish a structure able to respond to key future needs as identified in the BVRSS	<b>HLA10</b> Undertake a Unit review to create more capacity to respond to future needs and establish clear areas of responsibility to meet the challenges facing the Council including a separation of Democratic Services and Legal, Risk and Insurance.	Completion of review achieves key actions in BVRSS Improvement Plan.	September 2007	B Garside/ S Gwilym/ S Wardle	Staffing Review not yet completed	Revised completion date 31 January 2008
	<b>Outcome 8</b> Improved effectiveness and efficiency in service delivery	<b>HLA11</b> Implement improvements, in service design, performance management and service process as outlined in BVRSS Improvement Plan	Customer consultation/ feedback Unit performance management framework in place Scrutiny Reports Work Plans/Targets achieved	June 2008	B Garside/ S Gwilym/ S Wardle	Ongoing	