

Service Plan 2018/19

Legal and Democratic

1. Service Scope

What does the Service Unit do?

The Service Unit provides services which are key to ensuring the Council's corporate governance framework is robust, and which facilitate and enable lawful and effective decision making. The Service Unit also provides a number of public facing services to the residents of, and visitors to, the Town. The services can be summarised as follows:

- **Monitoring Officer** - the Service Director, Legal and Democratic, is the designated Monitoring Officer of the Council. This is a statutory role, and the Monitoring Officer is required to ensure the Council acts in accordance with the law when making decisions and in carrying out its functions. The Monitoring Officer is, amongst other things, responsible for the decision-making framework of the Council, providing advice to individual Members of the Council as to their roles and responsibilities and issues relating to the conduct of Members.
- **Legal Services** - The legal team provides legal advice and representation, acting on behalf of the Council. The areas covered by the team include property (contentious and non-contentious), contracts, procurement, planning and highways; employment (contentious and non-contentious); local government law/public law; charities/trusts; commercial litigation; child protection; adult services; education, licensing; housing; criminal and civil enforcement.
- **Democratic Services** - the Head of Service and team provide advice, guidance and support to Members and officers on the decision-making process and Constitution to ensure effective and lawful decision-making by the Council and to promote effective democratic and community engagement. This work includes providing advice and support to individual Members and boards/committees; ensuring reports and minutes of meetings are published in accordance with the legal requirements; providing advice and support to officers in regard to the Constitution and decision-making process; providing support to the overview and scrutiny function and providing a School Appeals Service. The support provided by the team includes ensuring that Members have the necessary tools to enable them to carry out their various roles - this includes training and resources such as ICT equipment.
- **Electoral Services and Local Land Charges** - the Head of Service and team provide all electoral registration services ensuring the electoral register is up to date and election services to ensure that all local and national elections and referenda are conducted in accordance with the law. The Local Land Charges register is maintained by the team, and the team also provides the local property search service on behalf of the Council.
- **Mayoralty** - the Mayoralty team support the civic role of Mayor and this includes providing advice; arranging civic and other events; supporting the Mayor and Deputy Mayor in their day to day activities.
- **Information Governance** - the Information Governance Team comprises the Information Governance Manager (IGM), a Principal Information Governance Officer and three Information Governance Officers. The team's core activities include the provision of advice and guidance to the Council on all information governance related matters, delivery of IG training to all Council officers and elected members, development & maintenance of the request for information framework under FOIA/EIR/DPA legislation, managing & responding to corporate requests (those that engage information held by two or more Service Units). In addition, the team has responsibility for the further development of the Council's IG framework to encourage it to effectively manage and value its information, reduce legal and regulatory risks, encourage transparency, and ensure the security, confidentiality and ethical use of information.

- **Registration Services** - The Service is responsible for the registration of births, deaths, marriages and civil partnerships which covers ceremony management (Marriages/Civil Partnerships), vow renewals, welcome ceremonies and citizenship ceremonies. It is also responsible for licensing and provision of venues for weddings and civil partnerships.

The Services provided by the Legal and Democratic Services always aim to be:

- Professional
- Responsive with a 'can-do' approach
- Accessible and approachable
- Value for money
- Efficient
- Innovative
- Pro-active
- Aware of client/customer needs
- Supportive

How are we organised?



L and D Structure
Charts

What are our key risks and assumptions?

The key risks as assessed by the Management Team are set out in the [Risk Register](#).

The Service Unit has made savings of 10% which has been agreed by the Shared Services Steering Group.

Shared Service working arrangements came into effect on 1 September 2017. Key risks relate to the uncertainty that currently exists around further changes relating to LGR. In addition to these, the creation of a shared service has added additional risks relating to demand on the services for support and the way in which the services themselves will be delivered.

What were our key achievements last year?

- Successful delivery of a Snap Parliamentary election
- Professional delivery of the Annual Mayor making ceremony
- No successful legal challenges to council decisions and ongoing advice and support provided to members to enable lawful and effective decision making
- Positive outcomes from referrals made to the Information Commissioners Office
- Successful delivery of comprehensive information governance training
- Successful Remembrance Day Civic Service conducted
- Smooth transition of staff to shared service working arrangements
- Establishment of and support for the LGR Joint Committee
- Successful completion of Structural Change Order and related electoral services work

Customer and stakeholder analysis

The following are key stakeholders and customers:

- Elected and co-opted Members
- Members of the public
- Solicitors and property conveyancers
- Representatives of the local licensing and taxi trades
- Property agents and developers
- Parents and guardians of children appealing against exclusion from school or the allocation of school places
- Charitable organisations
- Local representatives of war veterans
- Senior officers of the Council – Executive Team and Service Directors
- General Registration Office
- Information Commissioner
- Police
- Local Authorities
- Health Sector organisations
- Courts
- CAFCAS
- Government Departments
- Schools and other education providers
- Local hoteliers
- South West Information Compliance Group
- UK Border Agency
- South West Regional Registration Managers Group
- Legal and Democratic also work closely with a number of internal Council departments, to ensure the smooth and effective delivery of its services
- Statutory Officers Group
- External Audit

Public Health

Local authorities have a legal duty to improve health and wellbeing of residents and to reduce inequalities in health between them under the Health and Social Care Act 2012. Bournemouth Council's Ambition 2020 Corporate Plan, sets out a clear priority reflecting this legal duty (AC3 – improving health and wellbeing and reducing inequalities for residents).

How does our Service Unit contribute to improving the health and wellbeing of Bournemouth residents, reducing inequalities in health between different communities and groups and creating a healthier and more sustainable physical environment for Bournemouth?

- Legal & democratic advice and support provided to social care, housing and other community services

Staff Performance

Annual Appraisal Conversations take place in September-October and interim reviews March-April

2. What are our key activities in 2018/19?

The activities that follow help us to deliver the priorities set out in Bournemouth Council's Ambition 2020 Corporate Plan. The activities also support our Equality and Diversity objectives and our Climate Change strategies.

- Key activities will be to support the LGR Programme

For reference, Bournemouth Council's priority outcomes – Ambition 2020 are listed in the Corporate Plan:
<http://www.bournemouth.gov.uk/CouncilDemocratic/AboutYourCouncil/PlansandPerformance/CorporatePlan.aspx>.

Equality and Diversity

The Equality Objectives for Bournemouth are set out in the ['Better for All Strategy 2017-2019'](#)



Service Equality
Action Plan - Templa

What are the business as usual activities we deliver?

Table A

| Key activity/action | Council priority outcome / objective / driver | Associated performance measure and 2018/19 Performance Target | Senior Responsible Officer | Other key service dependencies |
|---|---|---|-----------------------------------|--|
| Support the LGR programme | Efficient Council and budget requirements | | TC/KT/MP/SB | |
| Support the preparation and implementation of the new Shadow Authority – June 2018 | Statutory Responsibility | | TC/KT/SB | |
| Prepare new Combined Unitary Authority for implementation - April 2019 ensuring all services are in place. | Statutory Responsibility | | TC/KT/SB | |
| Provision of statutory services in registration/electoral services and land charges ensuring all Elections are delivered lawfully | Provision of services in accordance with legal and regulatory requirements. | No successful challenges to decisions made and no complaints upheld. | TC/MP | |
| Continue to provide advice, guidance, support and compliance on all legal, regulatory, compliance and constitutional issues to all service areas of the Council and to members to include legal and constitutional advice and information governance. | To ensure efficient and lawful decisions are made to deliver council priorities in all areas and the council complies with regulatory and legal requirements. | No successful legal challenges to Council decisions or regulatory action taken. | TC/KT/SB/VB | That services engage legal and democratic services in a timely and effective way and are willing to follow advice. |

What service development will we undertake in 2018/19?

Table B

| Key activity/action | Council priority outcome / objective / driver | Associated performance measure and 2018/19 Performance Target | Senior Responsible Officer | Other key service dependencies |
|--|--|--|-----------------------------------|---------------------------------------|
| Current service delivery to be incorporated into the LGR Programme | Efficient Council | | TC/KT/SB/VB | |
| Implementation of the General Data Protection Regulations (GDPR). The GDPR leads to the complete repeal of the existing DPA 1998 and must be fully implemented by 25 May 2018. | Statutory Responsibility | Compliance with regulations | VB/JO as SIRO | |

What service transformation and integration will we undertake in 2018/19?

Table C

| Key activity/action | Council priority outcome / objective / driver | Associated performance measure and 2017/18 Performance Target | Senior Responsible Officer | Other key service dependencies |
|--|--|--|-----------------------------------|---------------------------------------|
| Current service delivery to be incorporated into the LGR Programme | Efficient Council | | TC/KT/SB/VB | |

New activities in 2019/20 and 2021/22

- Future Dorset will bring new shared service working arrangements for consideration.
- Review current service delivery levels to identify opportunities to streamline work/processes.

What services/activities will we be stopping?

Table D

| Activity that will be stopped during 2017/18 | Reason for stopping activity |
|---|-------------------------------------|
| Some business as usual activities may cease or be reduced in order to deliver LGR. These changes will be agreed by CMT. | |
| | |
| | |
| | |

Activities likely to stop in 2019/20 and 2021/22

- The number of meetings to be serviced as part of the democratic process will be considered.

| 3. Financial Resources – Legal and Democratic | | | |
|--|--------------------------|--------------------------|--------------------------|
| Expenditure description | 2018/19 £'000 | 2019/20 £'000 | 2020/21 £'000 |
| Direct salary costs | 2,774 | 2,807 | 2,838 |
| Other employee costs | 652 | 650 | 650 |
| Premises costs | 54 | 54 | 54 |
| Transportation costs | 51 | 51 | 51 |
| Supplies and services | 473 | 436 | 436 |
| Other direct costs | 70 | 70 | 70 |
| <i>Service expenditure</i> | 4,073 | 4,067 | 4,098 |
| Fees, charges and rents | (1,288) | (1,288) | (1,288) |
| Grants and contributions | (178) | (178) | (178) |
| Other income | 0 | 0 | 0 |
| <i>Service income</i> | (1,467) | (1,467) | (1,467) |
| Appropriations to/(from) reserves | 157 | 157 | 157 |
| <i>Total net budget</i> | 2,763 | 2,757 | 2,788 |

| Explanation of year on year variances |
|--|
| |

| Staffing Resources – Legal and Democratic | | | | |
|--|----------------|-------------------------|----------------|-------------------------|
| Grade description | 2017/18 | | 2018/19 | |
| | FTEs | No. of employees | FTEs | No. of employees |
| Service Directors | 1.00 | 1 | 1 | 1 |
| Heads of Service / Service Managers | 1.39 | 2 | 2 | 2 |
| Managers (grades 11 – 13) | 15.68 | 16 | 18.98 | 20 |
| Operational (grades 8 – 10) | 16.77 | 18 | 25.94 | 28 |
| Admin/Service (grades 5 – 7) | 20.97 | 24 | 32.38 | 39 |
| Admin/Service (below grade 5) | 5.00 | 6 | 7.20 | 8 |
| Total | 60.81 | 67 | 87.50 | 98 |
| Recorded sickness rate (latest rolling 12 months) | 10.49 | | | |
| % of available staffing resource | | | | |

| Explanation of year on year variances |
|--|
| |

| Savings and Efficiencies – Legal and Democratic | | | | |
|--|-----------------------------------|--------------------------|--------------------------|--------------------------|
| | Already achieved £'000 | 2018/19 £'000 | 2019/20 £'000 | 2020/21 £'000 |
| Registrars | 140 | | | |
| Members Superannuation | 53 | | | |
| Democratic Services | 88 | | | |
| Information Governance | 50 | | | |
| Legal Services | 131 | | | |
| Joint working | 52 | | | |
| Shared Services | 209 | | | |
| Shared Head of Service | 59 | | | |
| <i>In Year Total</i> | | | | |
| | | | | |
| <i>Cumulative Total</i> | | | | |

| Budget Pressures – Legal and Democratic | | | | | |
|--|-----------------------------------|--------------------------|--------------------------|--------------------------|-----------------------|
| | 2018/19 Base £'000 | 2018/19 £'000 | 2019/20 £'000 | 2020/21 £'000 | FTE Impact |
| Additional Responsibilities | | 9 | | | |
| Pay Rise | | 56 | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| <i>In Year Total</i> | | 65 | | | |
| | | | | | |
| <i>Cumulative Total</i> | | 65 | | | |

Capital bids – for new projects to be considered for inclusion in Capital Programme

N/A

| Proposed project | Why is the project required? |
|-------------------------|-------------------------------------|
| Scheme 1 – | |
| | |
| Scheme 2 - | |
| | |
| Scheme 3 - | |
| | |

| Project Finance | Council Priorities¹ | 2018/19 (£'000) | 2019/20 (£'000) | 2020/21 (£'000) | Total (£'000) |
|--|---------------------------------------|------------------------|------------------------|------------------------|----------------------|
| Proposed Cost | | | | | |
| | | | | | |
| | | | | | |
| Project Costs Total | | | | | |
| Identified Funding | | | | | |
| | | | | | |
| | | | | | |
| Funding Total | | | | | |
| Funding to be identified ² | | | | | |

| Revenue Impact of Capital Proposals (e.g. Borrowing repayments, change in running costs such as maintenance) | 2018/19 (£'000) | 2019/20 (£'000) | 2020/21 (£'000) | Total (£'000) |
|---|------------------------|------------------------|------------------------|----------------------|
| | | | | |
| | | | | |

Service plan sign off

This service plan has been agreed for operation from 1 April 2018 by:

Portfolio Holder: Councillor Anne Filer

Date: 19 April 2018

Executive Director: Julian Osgathorpe

Date: 19 April 2018

Service Director: Tanya Coulter

Date: 19 April 2018