

# Business Plan for Corporate Governance - March 2012 to 30 September 2013

## 1. Introduction

### 1.1 The Service's key responsibilities are:

Corporate Governance is a service area of the Resources Directorate and covers the following:-

- Electoral Services and Land Charges
- Registrars of Births, Deaths, Marriages and Civil Partnerships
- Democratic Services
- Transformation Team
- Coroner

The service delivers a range of services key to ensuring democracy is delivered within the law – particularly Elections and the Democratic Services Teams. Democratic Services also provides a limited range of generic support to elected members.

The Registration team carries out the function of the registration of births, deaths, marriages, civil partnerships and citizenship ceremonies and is located at the Seaclose Offices.

Land Charges ensures that the council can deliver accurate and timely local land charge searches to the community.

The Transformation team provide a central resource to enable the council to transform itself so as to deliver services in a holistic way, and far more efficiently.

The team also provide support and manage the budget for HM Coroner for the Isle of Wight.

### 1.2 Context

The provision of electoral, land charges, and registrars services are a statutory requirement, all heavily prescribed by statute.

The Democratic Services team provide a range of services to ensure that the council's core decision making processes and scrutiny function are lawful, follow the legislative requirements and are correctly recorded. In a local context this team also provides generic support to elected members (specific PA support to the cabinet and the chairman is delivered within the Chief

Executive's department).

The registration service operations under a Local Governance Registration Scheme with the Registrar General, Identity and Passport Service – this in essence is an agreement that means that the council has to meet various service delivery objectives, but within that is free to manage the service as it sees fit. This team is based at Seaclose office and engages with island residents at key stages of life – birth, marriage, civil partnerships, citizenship ceremonies and death.

The corporate governance service assists in the delivery of a modern council by ensuring its advice and processes and efficient and effective.

The support to HM Coroner is a statutory responsibility for the Council. Whilst the Coroner themselves are part of the independent judiciary the costs fall to the Council.

Additionally as part of his wider corporate responsibilities, the corporate governance manager is also responsible for the transformation team (including the remodelling of county hall), the statutory scrutiny officer and a deputy monitoring officer (a statutory post responsible for ensuring the council acts lawfully and councillors comply with their national code of conduct).

Benchmarking – the registration service is part of a regional benchmarking club that has just formed and as part of the governance agreement with the General Registration Office we have a range of performance indicators set nationally that we have to record. Democratic Services are also part of the CIPFA benchmarking club for that service.

All the above activities are carried out with due consideration being given to the nine protected characteristics under the Equality Act 2010 (which are age, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion/belief, sex and sexual orientation) in accordance with the public sector duty in the exercise of its functions to give due regard to the need to eliminate discrimination, harassment, victimisation and any other prohibited conduct; advance the equality of opportunity and to foster good relations between people. For changes to strategy, policy or service delivery/redesign, an equality impact assessment will be undertaken.

## 2. Key Business Objectives

| Number | Business Objective   | Link to Corporate Priority or Directorate Plan Objective     |
|--------|--|--|
| 1      | Delivery of the Police and Crime Commission elections in November 2012 and prepare for the local elections in May 2013   | Statutory Responsibility                                     |
| 2      | Continue to deliver the County Hall remodelling and wider transformation project   | Delivery of budget savings through changed service provision |
| 3      | Ensure Council's compliance with Corporate Governance Framework for Democratic Services and Elections                    | Statutory Responsibility                                     |
| 4      | Support the private sector in delivery of civil ceremonies to meet anticipated demand                                    | Delivery of budget savings through changed service provision |
| 5      | Successful appointment of new Coroner and ensure office support arrangements and appropriate and deliver value for money | Delivery of budget savings through changed service provision |

### 3. Key Business Objectives Details:

**Key Business Objective 1:** Delivery of the Police and Crime Commission Elections in November 2012 and prepare for the local elections in May 2013

| Key Activities to support the objective      | Success Factors   | % Complete | Target/Completion Date             |
|--|---|------------|------------------------------------|
| 1. Booking of all venues for both elections  | <ul style="list-style-type: none"> <li>For the Police and Crime Commission Elections by 30 April 2012</li> <li>For the Local Elections by 30 November 2012</li> </ul> |            | 30 April 2012<br>30 November 2012  |
| 2. Booking of staff for both elections       | <ul style="list-style-type: none"> <li>For Police and Crime Commission Elections by 30 September 2012</li> <li>For the Local Elections by 31 March 2013</li> </ul>    |            | 30 September 2012<br>31 March 2013 |
| 3. Successful delivery of election/count day | Successful delivery of both election/count days without challenge   |            | 19 November 2012<br>6 May 2013     |

#### Risks

Separate detailed risk registers will be developed and maintained for both elections

#### Performance Measures

Delivery of the elections without challenge

**Key Business Objective 2:** Continue to deliver the County Hall remodelling and wider transformation project

| <b>Key Activities to support the objective</b>  | <b>Success Factors</b>  | <b>% Complete</b> | <b>Target/Completion Date</b> |
|---|---|-------------------|-------------------------------|
| 1. Delivery of a remodelled County Hall by Xmas 2012.   | Building works completed on time, within budget and ready for occupation                    |                   | 21 December 2012              |
| 2. Relocation of staff and consolidation of buildings we operate from.  | Reduced numbers of building that we are operating from to 12 (from 33) by 31 March 2014.    |                   | 31 March 2013                 |
| 3. New facilities management process in place for County Hall to cover such things as meeting rooms, security etc | Clear processes that ensure that County Hall works in the most efficient and effective way. |                   | 31 August 2012                |

| <b>Risks</b>   |
|--|
| County Hall remodelling and property rationalisation have their own risk register. |
| <b>Performance Measures</b>  |
| Percentage (%) of County Hall remodelling project complete                         |
| Number of buildings occupied   |

**Key Business Objective 3:** Ensure Council's compliance with Corporate Governance Framework for Democratic Services and Elections

| Key Activities to support the objective  | Success Factors   | % Complete | Target/Completion Date               |
|--|---|------------|--------------------------------------|
| 1. Providing training to members on the code of conduct and assist in implementation of any new code arrangements                              | <ul style="list-style-type: none"> <li>Implementation of the new code in June 2012.</li> <li>% of members trained in the new code and the procedures</li> </ul> |            | 20 June 2012<br><br>21 December 2012 |
| 2. Offer Personal Development Reviews to all members.  | % of members who have taken up the offer  |            | 30 September 2013                    |
| 3. Provide decision making training to Isle of Wight Council officers  | Number of officers who attend   |            | 30 September 2013                    |
| 4. Prepare induction programme for members following May 2013 elections  | Programme prepared for distribution to those standing in the election   |            | 31 March 2013                        |
| 5. Completed implementation of the member induction programme.   | % of members who undertake the core training activities   |            | 30 September 2013                    |
| 6. Ensuring all Council, Council and Committee meetings, and member delegated decisions comply with the legal and constitutional requirements. | All decisions legally made.   |            | 30 September 2013                    |

| Risks   |
|---|
| Failure to have agreed local code of conduct arrangements in place                            |
| Legislative changes not being implemented in time   |
| Links to strategic risk of Ineffective decision making and control                            |
| Performance Measures  |
| Percentage (%) of members who have undergone Code of Conduct training                         |
| Percentage (%) of members who have undertaken a PDR (cumulative)                              |
| Percentage (%) of members who have undertaken core training activities in induction programme |

**Key Business Objective 4:** Support the private sector in delivery of civil ceremonies to meet anticipated demand

| Key Activities to support the objective   | Success Factors  | % Complete | Target/Completion Date |
|---|--|------------|------------------------|
| 1. Complete implementation of the revised service delivery model for Registrars Service                   | All appointments made and in place by 30 June 2012   |            |                        |
| 2. Review of approved premises licence arrangements   | By end of October 2012   |            |                        |
| 3. Attendance (at no cost) at trade events to promote the service and support the private sector delivery | Attendance at 2 events   |            | 30 September 2013      |
| 4. Benchmarking against other local authority Registrars services   | By December 2011   |            |                        |
| 5. Implementing the new availability of Registrars following the implementation of the Freedoms Act 2012  | Attendance at ceremonies outside the traditional hours of 8am to 6pm from early October 2012 |            | 31 October 2012        |

| Risks   |
|---|
| Incomplete implementation of revised service delivery model   |
| That revised service delivery model does not deliver the services required                            |
| Performance Measures  |
| Number of ceremonies at approved premises   |
| Income as % of target   |
| KPIs for Registrars service as required by the governance document with the General Registrars Office |

**Key Business Objective 5:** Successful appointment of new Coroner and ensure office support arrangements and appropriate and deliver value for money

| Key Activities to support the objective                        | Success Factors  | % Complete | Target/Completion Date |
|--|--|------------|------------------------|
| 1. Appointment of new Coroner                                  | Suitable candidate appointed and in post   |            | 31 May 2012            |
| 2. Review of the staffing arrangements of the Coroner's office | Agreement with new Coroner on the arrangements and then implementation of those arrangements |            | 31 July 2012           |