



LEGAL & DEMOCRATIC DIRECTORATE

SERVICE PLAN 2022/23

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PURPOSE

This Service Plan describes how the Legal & Democratic Directorate is contributing towards the delivery of the Council's Corporate Strategy objectives. Directorate service plans will be updated annually to outline the priorities for the coming financial year. This Plan includes:

- The key initiatives for the coming financial year.
- An overview of the structure of the directorate and its functions.
- A summary of the main risks within the directorate.
- The projects that the directorate will be undertaking in 2022/23.
- Reference to directorate specific Key Performance Indicators (KPI's).
- Targeted actions the directorate will be pursuing to deliver the Corporate Plan.
- Directorate highlights, such as budgets, staff, and savings position.

OPERATING HIGHLIGHTS FOR 2022/23

In addition to delivering the range of day-to-day activities that fall within the remit of the Legal and Democratic Directorate, there are several key initiatives planned for the coming financial year. The flagship areas of work that will have a positive impact on communities include:

	<p>“Legal Services working towards achieving Lexel accreditation which is a best practice framework specifically related to law.”</p>
	<p>“Undertake an ambitious programme of community engagement to ensure that engagement is at the heart of everything we do.”</p>
	<p>“Review of Group Company governance to ensure the effectiveness and appropriateness of the arrangements in place.”</p>

OUR SERVICES

The Legal & Democratic Directorate is focused around developing an innovative, proactive, and effective Council. To achieve this, the directorate is broken down into three areas:

Democratic Services	Marketing Communications	Legal Services
Democratic Service	Community Engagement	Legal
Elections	Corporate Website Content	Licensing Services
Mayoral and Civic Events	Project Communications	Procurement
Corporate Management Support	Woking Magazine	
Post Room Services		

KEY RISKS

What is the risk?	How are we mitigating this?
Risk that the Council breaches GDPR and the Data Protection Act.	<ul style="list-style-type: none"> • Controls are in place for the input, processing, and output of data. • Information sharing protocols are in place for the sharing of data with third parties. • The Council has adopted a dedicated Data Protection Policy. • Mandatory e-training for all staff on data protection.
Risk that the Council fails to comply with the Freedom of Information Act (FOI).	<ul style="list-style-type: none"> • FOI process established to deal with requests in a consistent way. • FOI system has been developed in SharePoint that will assign, track and monitor FOI's to assist compliance. • Member Services have taken on the administration of FOI to provide resilience.
Risk that there is a lack of engagement in our wider community as part of our engagement programme.	<ul style="list-style-type: none"> • Adoption of a Corporate Strategy which has engagement at the forefront of everything the Council does. • Creation of a detailed engagement Plan. • Dedicated resource to support community engagement.

DIRECTORATE KPI'S

The Council uses a variety of performance indicators to monitor how well our services are performing in meeting the needs of our residents. We monitor and publish our performance monthly via the 'Green Book' to ensure that we remain focused on our priorities and can promptly deal with underperformance wherever necessary.

ACTIONS FOR 2022/23

Corporate Objective	Priorities for 2022/23	By March 2023 we will have
Consult and engage residents more frequently and encourage all residents to have their say.	Engage with communities on a regular basis to ensure that consultation is at the heart of everything we do.	Worked in partnership with colleagues to develop and produce the Town Centre Master Plan.
		Developed the Woking Community Forum portal and supported colleagues from across the Council to utilise the tool.
		Supported the delivery of at least 6 community events/roadshows across the borough.
Be open and transparent in the management of council business.	To continue to support the scrutiny of the Councils strategies in order to strengthen democratic accountability.	Continued to support the O&S Committee to effectively hold the Council to account.
Develop and strengthen strategic service and financial planning and performance and risk management.	Undertake a review of the governance of Council investment and interests.	Completed a review of Council owned companies' governance arrangements. Implemented changes to consolidate governance arrangements and ensure the effectiveness and appropriateness of measures in place.
	Strengthen legal services capabilities through Lexel accreditation.	Worked towards achieving Lexel accreditation which is a best practice framework specifically related to law.
Continuing to invest in staff, our greatest resource, by ensuring they have the skills and equipment necessary to perform their roles to the best of their ability.	Review and implement the Organisational Change policy.	Provided legal advice and support to service departments to enable the development of the Organisational Change policy.
Work closer together as a council to achieve consistent and integrated services for residents.	Review and develop opportunities for shared services with other Local Authorities.	Provided legal advice and support to service departments to enable the delivery of shared services and partnership working.

SAVINGS/INCOME TARGETS 22/23

Legal	Review and reduce subscriptions.	£18,000	Cost Efficiencies
Licensing	Cancel town centre / taxi marshalls and manage through Licensing Regime.	£25,000	Service Redesign
Democratic Services	Increased use of the DMD Courier Service and external postal services.	£17,000	Cost Efficiencies
Marketing Communications	Review of WBC advertising and presence in external media	£22,000	Service Redesign
	Totals:	£82,000	

BUDGETS - STAFF

STAFF BUSINESS UNITS	Democratic Services	Electoral Services	Legal	Licensing	Marketing Communications	Post Room	Total
	£	£	£	£	£	£	£
Employees	494,789	127,426	501,994	120,349	238,642	48,103	1,531,303
Premises	0	0	0	0	0	0	0
Transport	2,186	0	0	0	0	0	2,186
Supplies And Services	143,339	2,118	84,508	0	3,034	165,920	398,919
Agency And Contracted Services	0	0	0	0	0	0	0
Transfer Payments	0	0	0	0	0	0	0
Support Costs	397,155	148,375	91,588	56,398	71,472	33,182	798,170
Capital Charges	0	0	0	0	0	0	0
Total Expenditure	1,037,469	277,919	678,090	176,747	313,148	247,205	2,730,578
Government Grants	0	0	0	0	0	0	0
Other Grants	0	0	0	0	0	0	0
Sales	0	0	0	0	0	0	0
Fees And Charges	0	0	-30,000	0	0	0	-30,000
Rents	0	0	0	0	0	0	0
Other Income	0	0	0	0	0	0	0
Total Income	0	0	-30,000	0	0	0	-30,000
Total	1,037,469	277,919	648,090	176,747	313,148	247,205	2,700,578
<i>Number of Staff (F.T.E.)</i>	<i>9.89</i>	<i>3.00</i>	<i>9.00</i>	<i>3.00</i>	<i>5.00</i>	<i>1.72</i>	<i>31.61</i>

BUDGETS – SERVICES

SERVICES	Civic Functions & Expenses	Corporate Management & Members	Democratic Services	Elections	Licensing	Marketing Communications	Total
	£	£	£	£	£	£	£
Employees	114,574	3,892,301	66,980	439,087	286,732	172,695	4,972,369
Premises	2,750	0	0	34,000	0	0	36,750
Transport	41,500	0	0	250	0	0	41,750
Supplies And Services	100,620	603,896	561,743	60,182	14,500	149,427	1,490,368
Agency And Contracted Services	0	0	0	0	0	0	0
Transfer Payments	0	0	0	0	0	0	0
Support Costs	0	0	0	0	0	0	0
Capital Charges	0	0	0	0	0	0	0
Other Costs	0	0	0	0	0	0	0
Total Expenditure	259,444	4,496,197	628,723	533,519	301,232	322,122	6,541,237
Government Grants	0	0	0	0	0	0	0
Other Grants	0	0	0	0	0	0	0
Sales	-10,000	0	0	-2,000	0	0	-12,000
Fees And Charges	0	0	0	0	-296,673	-25,000	-321,673
Rents	0	0	0	0	0	0	0
Other Income	0	-124,943	0	0	-11,411	-22,000	-158,354
Total Income	-10,000	-124,943	0	-2,000	-308,084	-47,000	-492,027
Total	249,444	4,371,254	628,723	531,519	-6,852	275,122	6,049,210