



Democratic Services half year report 2024 to 2025

Performance measure	Target and reporting timescale	Half year update
Publish agenda for Regulatory Committees within 5 clear days of a meeting (statutory) Publish agenda for Council, Policy Committees and Audit Committee within 7 clear days of a meeting	100%, annually	Target on track 100%
Publish decision lists for Council/Committees within 3 working days of a meeting	100%, annually	Target on track 100%
Publish draft minutes for Council/Committees within 14 working days of a meeting	85%, annually	Target on track 100%
Review customer feedback forms/information from election and resolve, as far as practicable, issues by commencement of next election period	90% of all customer feedback actioned (where possible) by commencement of next Election period, annually	Target on track 100%
Achieve at least an 85% registration rate for Route 2 forms	85%, annually	Target on track 84.26%

Performance measure	Target and reporting timescale	Half year update
Number of electors registering electronically via government portal	At least 6,000 to be registered, annually	Target on track 3479
Publication of agendas on website on day of despatch	100%, annually	Target on track 100%
Prepare, agree and implement member Induction, training and development programmes and member seminar sessions to provide members with the required knowledge and skills to effectively perform their role as a district councillor	10 Member seminar/training sessions, annually	Target on track 1 Member Induction session held; 4 Member seminars already run; 3 more seminars booked. 5 Member training sessions already run; 2 more training sessions booked.
Regularly review higher level corporate risks, including: • changes to the political composition of the Council affecting the democratic decision-making processes • local, regional and national legislative and policy changes affecting the democratic process, both in terms of electoral administration/elections and democratic decision-making • impact of corporate initiatives such as shared services, commercialisation, on the working practices of the team	100%, annually	Ongoing Conducted an unprecedented total of 7 Elections (District and Parish Council elections, Neighbourhood Planning Referendums and a General Elections). Clerking services provided on a commercial basis to ECTC and ECSS boards

Performance measure	Target and reporting timescale	Half year update
Encourage and facilitate new intake of councillors' usage of electronic means to access and receive Council information/agendas	25% of councillors to receive agendas via electronic means, annually	<p>Ongoing</p> <p>11% receive all papers electronically. 18% receive electronically if they are a substitute. 4% have a bespoke electronic request (paper for Council only) Paper usage reduction: 32.14%</p>
Encourage greater usage of electronic means of response/communication by/with electors, canvass and elections staff on electoral registration and elections matters, where possible	<p>% Elector communications via electronic means, annually:</p> <ul style="list-style-type: none"> • Route 2 Canvass/Electoral Registration - 75% • Using E-mail as preferred method of contact for Elections correspondence - 60% 	<p>Target on track</p> <p>Electors with email – 91.7%</p> <p>Staff with email – 88.3%</p>
Democratic Services staff to actively seek to reduce paper usage via electronic solutions	Corporate Target, annually: 10% paper reduction per Service Area 2023/24	<p>Target off track</p> <p>Paper usage has increased by 20.03%.</p> <p>Democratic Services will seek to reduce this figure in the following 6 months.</p>