

# Divisional Delivery Plan 2023-2024

Electoral and Civil Registration



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Cyngor Sir Gâr  
**Carmarthenshire**  
County Council



## INTRODUCTION

### Purpose of this Plan

This Divisional Delivery Plan sets the strategic actions and measures that the services within this Division will take forward in order for the Council to make progress against its Well-being Objectives, thematic priorities and service priorities. Action and measures for the delivery of the Cabinet Vision Statement Commitments are also included.

The plan also notes the support required by the divisional services from the Core Business Enablers in order to make progress against their own actions or actions and measures to be delivered by those Business Enabler services in their own right.

The actions and measures should set the direction of travel and translate into individual staff objectives targets. It provides an open and transparent way of showing staff, customers, elected members, and stakeholders what is to be achieved and how we plan to do this.

### Divisional Overview

Registration and Electoral services are mainly based in Parc Myrddin, Carmarthen. Both Electoral Services and Civil Registration are statutory services. The Registration Service includes the registration of births, deaths, stillbirths, marriages and civil partnerships, the provision of a certificate service and the provision of Citizenship Ceremonies.



The team is made up of a Superintendent Registrar and Civil Registration Manager, 10 Registrars, 3 business support officers and a number of casual registrars who support the service during peak periods. All members of staff are multi-skilled to deliver all elements of the service.

During 2021/22 the team conducted over 600 marriage and civil partnerships, and pride themselves on the personalised service provided.

Although the Registration Service is regulated by the Registrar General, the local and legal responsibility for the provision of the Service is given to the Proper Officer. The Proper Officer for Carmarthenshire is Wendy Walters, Chief Executive.

Wendy Walters is also the designated Returning Officer (or Deputy/ acting depending on the type of election) for all elections administered for Carmarthenshire. Electoral Services are also responsible for the update and maintenance of the Register of electors and any relevant boundary maintenance.

Electoral Services is responsible for the update and maintenance of the Register of Electors and the conduct of all elections relevant to Carmarthenshire. They also administer any community reviews. This team is made up of an Electoral service manager, 2 Electoral officers and 2 business support officers.

This Service area is also responsible for Coroner Services. Coroners although appointed and paid for by local councils, are not local government officers but holds office under the Crown. The current Acting Senior Coroner is Mr Paul Bennett for the Pembrokeshire and Carmarthenshire Jurisdiction. The Service therefore works with the Coroner and Pembrokeshire Council to ensure value for money, performance and financial efficiencies are achieved.

### Indication of Staffing and Budget

Staff		Budget 2023/2024			
			Expenditure £'000	Income £'000	Net £'000
Electoral Services	3	Elections-County Council	244	0	244
Registrar Services	29	Registration of Electors	428	-3	426
Administration	3	Registrars	736	-360	376
Total	35	Coroners	374	0	374
		Electoral Services - Staff	352	-368	-16
		Total Statutory Services	2,135	-731	1,404

Ref #	Actions & Measures	By When?	By Whom? Responsible Officer	Source Ref
<b>1</b>	<b>Well-being Objective 1 - Enabling our children and young people to have the best possible start in life (Start Well)</b>			
a	<b>Theme: Healthy Lives – prevention /early intervention</b>			
	Non applicable			
b	<b>Service Priority - Early years</b>			
	Non applicable			
c	<b>Service Priority - Education</b>			
	Non applicable			
<b>2</b>	<b>Well-being Objective 2 - Enabling our residents to live and age well (Live &amp; Age Well)</b>			
a	<b>Theme: Tackling Poverty</b>			
	Non applicable			
b	<b>Service Priority - Housing</b>			
	Non applicable			
c	<b>Service Priority – Social Care</b>			
	Non applicable			
<b>3</b>	<b>Well-being Objective 3 - Enabling our communities and environment to be healthy, safe and prosperous (Prosperous Communities)</b>			
a(i)	<b>Theme: Economic Recovery &amp; Growth</b>			
	Non applicable			
a(ii)	<b>Theme: Decarbonisation/Climate &amp; Nature Emergency</b>			
	Non applicable			
a(iii)	<b>Theme: Welsh Language &amp; Culture</b>			
	Non applicable			
a(iv)	<b>Theme: Community Safety and Cohesion</b>			
	Non applicable			
b	<b>Service Priority – Leisure &amp; Tourism</b>			
	Non applicable			
c	<b>Service Priority - Waste</b>			
	Non applicable			
d	<b>Service Priority – Highways &amp; Transport</b>			
	Non applicable			
<b>4</b>	<b>Well-being Objective 4 - To further modernise and develop as a resilient and efficient Council (Our Council)</b>			
a	<b>Theme: Organisational Transformation</b>			
	Non applicable			

5	Core Business Enablers: Actions & Measures	By When?	By Whom? Responsible Officer	Source Ref
a	<b>ICT</b>			
	Non applicable			
b	<b>Marketing &amp; Media including Customer Services</b>			
	Non applicable			

<b>5</b>	<b>Core Business Enablers: Actions &amp; Measures</b>	<b>By When?</b>	<b>By Whom? Responsible Officer</b>	<b>Source Ref</b>
<b>c</b>	<b>Legal</b>			
	Non applicable			
<b>d</b>	<b>Planning</b>			
	Non applicable			
<b>e</b>	<b>Finance</b>			
	Non applicable			
<b>f</b>	<b>Procurement</b>			
	Non applicable			
<b>g</b>	<b>Internal Audit</b>			
	Non applicable			
<b>h</b>	<b>People Management (HR, L&amp;D, Occ Health)</b>			
	<i>Analyse the current workforce within Electoral and Civil Registration Division, and then extending that analysis to identify future workforce requirements, skills and competencies which will be needed to deliver new, different, or improved service</i>	Mar 24		
<b>i</b>	<b>Democratic Services</b>			
	Non applicable			
<b>j</b>	<b>Policy &amp; Performance</b>			
	Non applicable			
<b>k</b>	<b>Electoral Services and Civil Registration</b>			
	To register births within the statutory timeframe of 42 days <i>(Measure Ref CivilReg/001)</i>	Target?	AR	
	To register all non-coronial deaths within the statutory timeframe of 5 days <i>(Measure Ref CivilReg/002)</i>	Target?	AR	
	To process all priority Service Certificates within 24 hours <i>(Measure Ref CivilReg/004)</i>	Target?	AR	
	To administer and work with our stakeholders in delivering the Civil Partnerships, Marriages and Deaths (Registration etc. Act 2019	31 Mar 24	AR	
	We will work collaboratively with the Coroner's Office, hospitals, local medical practitioners and Medical Examiners to improve the registration experience for the bereaved.	31 Mar 24	AR	
	We will build upon providing customers with high quality services, increased flexibility and greater choice whilst endeavouring to meet the national standards set out in the General Registrar's Office (GRO).	31 Mar 24	AR	
	We will continue to try to expand the team of other Council staff and external staff who will gain knowledge and experience on all aspects of administrating an election including polling station and count duties.	31 Mar 24	AE	
	To work with particular sectors of our community, in particular young people and all nursing/residential homes to raise awareness of the importance of registering to vote	31 Mar 24	AE	
	To support the Electoral Registration/Returning Officer's statutory responsibility in delivering the requirements under the Local Elections Act 2022	31 Mar 24	AE	

5	Core Business Enablers: Actions & Measures	By When?	By Whom? Responsible Officer	Source Ref
	We will publish and maintain an accurate and legally compliant Electoral Register and maximise registration for target groups within the County	30 Nov 23	AM	
	We shall prepare for and ensure effective management of administering by elections and unscheduled elections, in particular a snap Parliamentary Elections. This will include the delivery of the new Voter ID requirements at Parliamentary polling stations	31 Jan 25	AM	
<b>l</b>	<b>Estates and Assets</b>			
	Non applicable			
<b>m</b>	<b>Risk Management</b>			
	Non applicable			
<b>n</b>	<b>Business Support</b>			
	Non applicable			

## Risks

Risks are anything that can impede or enhance the achievement of strategic objectives (Our Well-being Objectives above). You must identify the following:

1. Any Risks that the service has on the **Corporate Risk Register**
2. **All Service Significant Risks** (scored 16+)
3. All **Service High Risk** (scored 10+)
4. Other risks and mitigation are on the Service Risk Register

Make sure you identify actions in the table above that address these actions and cross refer below ↓

Risk Ref or New?	Risk score after mitigation	Identified Risk	WBO Ref # above action
	6	Failure to deliver elections and maintain the electoral register leads to a challenge of an electoral outcome.	5k
	6	Failure to provide annual assurance to the Registrar General in relation to service delivery, performance, public protection and counter fraud and the requirements set out in the Registration Acts.	5k