

**MAYORAL SUPPORT**  
**REPORT CARD 2015/2016**

<b>Brief description of the service</b>	<b>Key priorities for 2015/2016</b>
<p>This service provides effective management and high quality Civic Support to the Authority and in particular the Mayoralty, ensuring that the standing of the office of the First Citizen of the County Borough remains in high regard.</p>	<ul style="list-style-type: none"><li>• Mayoral Inauguration Ceremony 2015/16</li><li>• Mayoral Charity Ball</li><li>• Preparation for the staging of the Mayoral Civic Sunday Service</li><li>• Christmas Charity Show</li><li>• Civic Carol Service</li><li>• Work within the 2015/2016 Civic Budget whilst always being mindful of upholding the civic pride of the office of Mayor</li></ul>

## How are we doing

Measure	14/15	15/16	Target 15/16 RAG
<b>Financial:</b>			
% FFP savings at risk	0%	0%	Green
% revenue expenditure within budget	93%	100%	Green
% preventable / value demand	-	New	Baseline
% savings solutions identified for future year targets	£12k	£20K	Green
<b>Customer:</b>			
Average customer satisfaction score	N/A	-	-
No of complaints received	0	0	Green
No of compliments received	15	5	Green
% complaints upheld at stage 1	0	0	Green
% complaints upheld at stage 2	0	0	Green
Average days taken to respond – S1	0	0	Green
Average days taken to respond -S2	0	0	Green
<b>Internal:</b>			
<b>OBJECTIVE: To preside over meetings of the Council</b>			
% of Council meetings chaired	100%	100%	Green
No. of Freedom Ceremonies, other ceremonies presided over	7	2	Green
<b>OBJECTIVE: To be the First Citizen of the County Borough</b>			
No. of events undertaken with individuals/groups re: achievements	500	500	Green
Events administered during the year to promote civic pride e.g Armistice Day	4	4	Green

Measure	14/15	15/16	Target 15/16 RAG
<b>Internal: (Continued)</b>			
No. of events and functions outside of the county borough attended to represent the county borough	20	20	Green
Charitable funds raised during the year	£20,000	£18,500	Green
Special events hosted e.g Gleision Mine	3	0	Green
<b>Employees:</b>			
% staff satisfied or very satisfied with their job	61.53% (Dept.)	-	Amber
Average days lost due to sickness / FTE	0	0	Green
No of staff ideas generated	2	1	Green
% of staff ideas implemented	2	1	Green
% of staff who have received a PDR in the last 12 months	100%	100%	Green
% identified learning and development needs met	100%	100%	Green
Employee turnover rate due to unplanned departures	0%	0%	Green

## Story behind the performance

In 2013/14, substantial changes were introduced to the staffing structure of the Electoral and Democratic Services department, to reflect the bringing together of activities that were previously managed by different heads of service.

The revised structure, approved by Personnel Committee in May 2014, following a period for consultation with staff affected enabled a more streamlined management structure to be established and efficiencies of over £70,000 were realised by removing areas of duplication.

Mayoral Support successfully organised and hosted a number of high profile civic events during 2015/16. In addition it must be noted that the number and quality of events staged in 2015/16 matched those undertaken in previous years despite significant budget reductions and the loss of a member of staff due to retirement.

## Next key actions for 2015/2016

What	Who	By When
<b>Mayor Making Ceremony</b>	GL	May 2015
Civic Sunday Service	GL	Oct 2015
Battle of Britain Commemoration Event	GL	Sept 2015
Armistice Day	GL	Nov 2015
Christmas Carol Service	GL	Dec 2015
Christmas Variety Show and Mayor's Ball	GL	Dec 2015

## Financial

Over the past four years the budget for the Mayoral and Civic Administrative support has reduced by 28% and has become a highly rationalised service administered by a single officer and chauffeur with minimal supplementary support.

The Mayoralty works extremely hard year on year to raise money for Charitable organisations as chosen by the incumbent Mayor. Many local charitable organisations have benefitted from the generosity and kindness of each serving Mayor. On average the total annual value of donations passed on to local charities is £20,000. This would equate to over £200,000 over the past ten years.

Despite the reduction in administrative budgets and staffing capacity the Mayoralty remains committed to maintaining the high standards of the office which have been a hallmark of the service over the years.

## Employee/Staffing

As of July 2015 there are no sickness issues and 0 days were lost per FTE employee. This was the same position last year. The Mayor's office is run by one officer supported by a full time chauffeur and with some supplementary administrative support provided at peak periods of the civic year. As the team is so small, team members do actively work to manage absence so there is limited impact upon the service.

## Customer

The Mayoralty has not had any complaints during the year (the same as the previous year) and regularly receives many internal and external compliments for the work undertaken in administering civic events such as the Annual Christmas Carol Service and Mayor's Charity Ball.

The Mayor continues to receive hundreds of requests to attend local events outlining the popularity of the civic office. These include significant birthday celebrations (90<sup>th</sup>, 100<sup>th</sup>) special anniversaries, charitable events, commemoration services.