

SERVICE PLAN

FOR

ADMINISTRATIVE SERVICES

2011/12

AIMS AND OBJECTIVES OF THE SERVICE

The Council's aims and objectives and a clear statement of our purpose and core values are set out in the Strategic Plan. In this context the aims of the service are: -

- To assist Council Managers to meet their strategic aims and objectives by providing administrative services to the Council.
- To provide an effective reception point for the general public and other visitors to the Council's offices.
- To oversee and organise all matters which relate to the civic and ceremonial side of the Authority, such as the Chairman's events and other civic occasions.
- To inform the public of the Council's services and activities and to promote the corporate identity of the Council.
- To provide a range of support services to Councillors and Officers in order to assist in the decision making process.
- To provide and maintain suitable office accommodation, meeting and function rooms to meet the needs of the Council.
- To provide depots, vehicles, stores to the Council's DLO.

DESCRIPTION OF SERVICE

The provision of wide ranging administrative and clerical support including word processing.

The provision of a photocopying service.

The provision and maintenance of the Council's telecommunication service.

The organisation of all civic events which include the Annual Meeting, Civic Service and other functions throughout the year.

The organisation of all the Chairman's events and engagements and the provision of secretarial, attendants and chauffeur services for the Chairman and Vice Chairman.

The promotion of the corporate image of the Council.

The servicing of the Council and its Committees by preparing agendas, minutes, reports and providing a comprehensive timetable of meetings.

The provision of advice to Members on Standing Orders, Code of Conduct, pecuniary interests and other matters.

The production and provision to all Members of a year book and diary.

To ensure the Council's main office building is kept in a reasonable state of repair.

To provide the heating, lighting, cleaning and security of the building.

To manage on behalf of the DLO the Council's two depots, vehicle fleet and stores operation.

To maintain an efficient accounting system including preparation and monitoring of annual budgets.

To maintain an efficient and effective creditor payments service by maintaining financial records and reconciling accounts.

To maintain a debtors accounting system and process payments promptly and accurately.

To maintain accurate VAT, PAYE and payroll records and to administer the Council's payroll system by processing salaries and wages payments for Council employees.

To manage the investments, loans portfolio and cash flows of the Council so as to maximise interest receipts and minimise interest payments and bank charges.

To control, monitor and update the Council's website.

KEY TASKS/SERVICE DELIVERY IN 2010/11

ACTIVITY	COST £	DESCRIPTION	STRATEGIC AIM NO.	TARGET DATE	COMPLETION DATE
Access to services AS/1/10		Compliance with Disability Discrimination Act at Vauxhall Buildings.	SCB2, SCB4, SCB5, HS4, HS5	December 2010	On-going
Administration AS/2/10		Identify alternative administrative premises	SCB4, HS4, HS5, MC3	March 2011	On-going
Risk Management AS/3/10		Produce operational and corporate risk management policy	MC5	July 2010	Completed July 2010
Financial Control AS/4/10		Produce financial risk assessment	MCS5	June 2010	Completed July 2010
Quality Standard AS/5/10		Upgrade Quality Management System to ISO9001:2008	SCB8	May 2010	Completed May 2010
Vehicle AS/6/10		Purchase of Land Rover	SLC2, MC3	August 2010	Completed December 2010
Machinery AS/7/10	1. 5,000 2. 1,900 3. 1,000	Purchase of 1. Warlord 2. Fertilizer spreader 3. Verticut attachment	SLC2. MC3	1. June 2010 2. September 2010 3. September 2010	Completed 1. July 2010 2. Abandoned 3. June 2010

KEY TASKS/SERVICE DELIVERY IN 2011/12

ACTIVITY	COST £	DESCRIPTION	STRATEGIC AIM NO.	TARGET DATE	COMPLETION DATE
Access to services AS/1/11	200	Compliance with Disability Discrimination Act at Vauxhall Buildings.	SCB2, SCB4, SCB5, HS4, HS5	November 2011	N/A
Administration AS/2/11	14,900	Identify alternative administrative premises	SCB4, HS4, HS5, MC3	March 2012	N/A
Quality Standard AS/3/11	900	Re-accreditation of ISO 9001:2008 Quality Management System	SCB8	April 2011	April 2011
Machinery AS/4/11	1. 2,000 2. 3,100	Purchase of 1. Fertilizer spreader 2. Trailer	SLC2. MC3	1. October 2011 2. May 2011	N/A
Monitoring System AS/5/11	4,000	Purchase of HAVS monitoring system	HS1, HS2, HS4, HS5,	May 2011	N/A
Staff Development AS/6/11	600	Re-accreditation of Investors in People Standard	SCB10, SCB6,	December 2011	N/A
Risk Management AS/7/11	5,350	Installation of emergency lighting to first floor	HS1, HS2, HS4, HS5	June 2011	N/A

PERFORMANCE

INDICATOR MEASURE	RESULTS 2010/11	TARGET 2011/12	MID YEAR RESULTS	TARGET 2012/13
Number of staff working days lost to sickness absence.	321	210	N/A	200
Percentage of Councillors at full Council meetings.	75%	77%	N/A	80%
Percentage of Councillors attending at Standing Committees/ Working Group Meetings.	79%	82%	N/A	85%
Percentage of Agendas sent out within three clear working days of meetings.	100%	100%	N/A	100%
Number of members of the public attending Council/Committee meetings.	4	2	N/A	3
Percentage of invoices paid within 30 days or within creditor terms.	99	99	N/A	99
Number of recommended corrections/improvements made by external auditors.	1	1	N/A	1

FINANCIAL INFORMATION

ACTIVITY	BUDGET
General Administration	94,930
Llanelli Joint Burial Authority	95,800
Administrative Building	94,000
Depots	12,290
Civic Activities	28,730
Vehicles and Machinery	23,620
Personnel	338,410
TOTAL	687,780