

SERVICE PLAN

FOR

ADMINISTRATIVE SERVICES

2017/18

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 enable the Council to respond and react to legislation introduced.
- 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.

To manage the service level agreement with Llanelli Town Council for the maintenance of its open spaces.

KEY TASKS/SERVICE DELIVERY IN 2016/17

ACTIVITY	COST £	DESCRIPTION	CORE VALUE	TARGET DATE	COMPLETION DATE
Property Maintenance A5/1/16	10,330	Form new roof and renew rainwater goods at Vauxhall Buildings	LE4, HS1, HS4, HS5, MC2, MC5	November 2016	On-going (contract end 24 June, 2017)
Working Environs A5/2/16	0	New roof and new re-cladding to White Lion Depot	LE4, HS1, HS4, HS5		Scheme abandoned (budget transferred to roofing works at Vauxhall Buildings)
Access to Services AS/3/16	71,580	Provision of internal platform lift and access for the disabled at Vauxhall Buildings.	STP4, QL2, LE4, HS1, HS4, HS5, MC2, MC5	September 2016	October 2016
Communication and Governance AS/4/16	900	Re-design website	STP7, LE3, C1, C6	August 2016	On-going (delay with provider)
Working Environs AS/5/16		Acquisition of land adjacent to Felinfoel Recreation Ground for a new depot.	R2, MC2	October 2016	On-going (Negotiation with Carmarthenshire County Council continuing)

KEY TASKS/SERVICE DELIVERY IN 2017/18

ACTIVITY	BUDGET £	DESCRIPTION	CORE VALUE	TARGET DATE	MID YEAR RESULTS
Property Maintenance AS/1/17	144,850	Form new roof and renew rainwater goods at Vauxhall Buildings	LE4, HS1, HS4, HS5, MC2, MC5	June 2017	July 2017
Communication and Governance AS/2/16	2,700	Re-design website	STP7, LE3, C1, C6	May 2017	May 2017
Working Environs AS/3/17	0	Acquisition of land adjacent to Felinfoel Recreation Ground for new depot	R2, MC2	September 2017	Scheme abandoned
Resources AS/4/17	39,890	Purchasing of grounds maintenance machinery	STP1, STP3, SLC1, SLC2, LE4, HS1, HS2, HS4, HS5, MC2, MC3, MC5	April 2017	April 2017
Resources AS/5/17		Acquisition of (1) aerator (2) tractor through a finance lease option	STP1, STP3, SLC1, SLC2, LE4, HS1, HS2, HS4, HS5, MC2, MC3, MC5	August 2017	(1) June 2017 (2) On-going (importing delay)
Quality Standard AS/6/17	1,780	Re-accreditation of ISO 9001:2008 Quality Management System	STP6, STP8	May 2017	May 2017
Staff Development AS/7/17	2,500	Re- accreditation of Investors in People Standard	STP6 STP10	January 2018	N/A

PERFORMANCE

INDICATOR MEASURE	RESULTS 2016/17	TARGET 2017/18	MID YEAR RESULTS 2017/18	TARGET 2018/19
Number of staff working days lost to sickness absence.	258 (139 short-term) (55 long-term)	130	155 (84 short-term) (71 long-term)	125
Percentage of Councillors at full Council meetings.	60%	80%	63%	80%
Percentage of Councillors attending at Standing Committees/ Working Group Meetings.	68%	85%	61.5%	80%
Percentage of Agendas sent out within three clear working days of meetings.	100%	100%	100%	100%
Number of members of the public attending Council/Committee meetings.	2	3	0	3
Percentage of invoices paid within 30 days or within creditor terms.	99	99	98	99
Number of recommended corrections/improvements made by external auditors.	0	1	0	0

FINANCIAL INFORMATION 2017/18

ACTIVITY	BUDGET
General Administration	75,510
Llanelli Joint Burial Authority	70,160
Administrative Building	192,810
Depots	13,170
Civic Activities	36,360
Vehicles and Machinery	81,220
Personnel	429,650
TOTAL	898,880