

SERVICE PLAN

FOR

ADMINISTRATIVE SERVICES

2019/20

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 2018/19

ACTIVITY	BUDGET £	DESCRIPTION	CORE VALUE	TARGET DATE	COMPLETED
Quality Standard AS/1/18	1,800	Accreditation to ISO 9001:2015 Quality Management System	STP6 STP8	May 2018	May 2018
People Management AS/2/18		Investors in People – Delivery of action plan	STP6 STP10	March 2019	On-going (action plan being delivered)
Governance AS/3/18		Compliance with the General Data Protection (GDPR)	STP2 STP3 C1 C6 C10 MC5	May 2018	May 2018
Resources AS/4/18	30,000 16,000	Acquisition of: 1. Top Dresser 2. Van	STP1 STP3 SLC1 SLC2 LE4 HS1 HS2 HS4 HS5 MC2 MC3 MC5	June 2018	1. June 2018 2. June 2018
Resources AS/5/18	6,300	Purchasing of grounds maintenance equipment and trailer cage	STP1 STP3 SLC1 SLC2 LE4 HS1 HS2 HS4 HS5 MC2 MC3 MC5	September 2018	December 2018
Governance AS/6/18		Compliance with Financial Reporting Standard FRS/102	STP11	September 2018	March 2019
Communication AS/7/18		Review of telecommunication services	STP3 STP4 SPT6 C1 C6 R1 MC3	September 2018	November 2018
Consultancy Services AS/9/18	6,000	Obtain quotations for employment law and health and safety services	HS1 HS3 HS4 HS5 R2 MC3 MC5	February 2019	March 2019
Registration AS/10/18		Register unregistered land with the Land Registry	MC5	March 2019	On-going
Insurance AS/11/18	50,000	Obtain quotations for insurance requirements	HS3 R2 MC3 MC5	February 2019	March 2019

KEY TASKS/SERVICE DELIVERY IN 2019/20

ACTIVITY	BUDGET £	DESCRIPTION	CORE VALUE	TARGET DATE	MID YEAR RESULT
People Management AS/1/19		Investors in People – phased delivery of action plan	STP6 STP10	March 2020	N/A
Governance AS/2/19		Compliance with Financial Reporting Standard FRS/102	STP11	September 2019	On-going
Resources AS/3/19	15,000	Acquisition of a van	STP1 STP3 SLC1 SLC2 LE4 HS1 HS2 HS4 HS5 MC2 MC3 MC5	June 2019	Completed June 2019
Registration AS/4/19		Register unregistered land with the Land Registry	MC5	March 2020	N/A

PERFORMANCE

INDICATOR MEASURE	RESULTS 2018/19	TARGET 2019/20	MID YEAR RESULTS 2019/20	TARGET 2020/21
Number of staff working days lost to sickness absence.	628.5 (255.5 short-term) (373 long-term)	300	94 (short term)	300
Percentage of Councillors at full Council meetings.	49%	80%	50%	80%
Percentage of Councillors attending at Standing Committees/ Working Group Meetings.	60%	80%	58.5%	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.	1	3	5	3
Percentage of invoices paid within 30 days or within creditor terms.	98	99	95	90
Number of recommended corrections/improvements made by external auditors.	0	2	N/A	1

FINANCIAL INFORMATION 2019/20

ACTIVITY	BUDGET
General Administration	72,540
Administrative Building	103,720
Depots	14,130
Civic Activities	36,930
Vehicles and Machinery	48,300
Personnel	468,690
Capital Equipment	7,160
TOTAL	751,470