

**SERVICE PLAN**

**FOR**

**ADMINISTRATIVE SERVICES**

**2021/22**

**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 2020/21

| ACTIVITY                        | COST<br>£        | DESCRIPTION   | CORE VALUE   | TARGET<br>DATE          | RESULT  |
|---------------------------------|------------------|---|--|-------------------------|---|
| People Management<br>AS/1/20    | 5,000            | Investors in People<br>1. Phased delivery of action plan<br>2. Re-accreditation             | STP6 STP10   | March 2021              | On-going<br>(disruption caused by pandemic)       |
| Governance<br>AS/2/20           |                  | Compliance with Financial Reporting Standard FRS/102  | STP11  | March 2021              | On-going<br>(external audit delayed)              |
| Registration<br>AS/3/20         |                  | Register unregistered land with the Land Registry   | MC5  | March 2021              | On-going<br>(disruption caused by pandemic)       |
| Resources<br>AS/4/20            | 18,000<br>24,000 | Purchase of machinery and vehicle<br>1. Ride on mower<br>2. Tipper truck                    | STP1 STP3 SLC1<br>SLC2 LE4 HS1<br>HS2 HS4 HS5<br>MC2 MC3 MC5 | April 2020<br>June 2020 | Completed<br>April 2020<br>Completed<br>June 2020 |
| Property Management<br>AS/5/20  |                  | Insurance valuation of properties   | HS3 R2 R3 MC3  | March 2021              | On-going<br>(disruption caused by pandemic)       |
| Information Security<br>AS/6/20 | 14,550           | Installation of document management system  | STP6 STP7 STP9<br>STP11 R2 R3 MC3                            | January 2021            | January 2021                                      |
| Health & Safety<br>AS/7/20      | 13,330<br>4,000  | Vauxhall Buildings<br>1. Upgrading electrical installation<br>2. Refuge area communications | LC4 HS1 HS2 HS4<br>HS5 R2 R3 MC3                             | September 2020          | September 2020                                    |

## KEY TASKS/SERVICE DELIVERY IN 2021/22

| ACTIVITY                           | BUDGET<br>£               | DESCRIPTION   | CORE VALUE   | TARGET<br>DATE                        | MID YEAR<br>RESULT                          |
|------------------------------------|---------------------------|---|--|---------------------------------------|---|
| People Management<br>AS/1/21       | 5,000                     | Investors in People<br>1. Phased delivery of action plan<br>2. Re-accreditation | STP6 STP10   | June 2021                             | On-going<br>(disruption caused by pandemic) |
| Governance<br>AS/2/21              | 31,840                    | Compliance with Financial Reporting Standard FRS/102                            | STP11  | March 2022                            | On-going<br>(external audit delayed)        |
| Registration<br>AS/3/21            |                           | Register unregistered land with the Land Registry                               | MC5  | March 2022                            | On-going<br>(disruption caused by pandemic) |
| Property Management<br>AS/4/21     | 8,300                     | Insurance valuation of properties   | HS3 R2 R3 MC3  | March 2022                            | On-going<br>(disruption caused by pandemic) |
| Resources<br>AS/5/21               | 4,600<br>10,000<br>24,000 | Purchase of:<br>1. Variseeder<br>2. Allet mower<br>3. Van                       | STP1 STP3 SLC1<br>SLC2 LE4 HS1<br>HS2 HS4 HS5<br>MC2 MC3 MC5 | April 2021<br>July 2021<br>March 2022 | April 2021<br>July 2021<br>Sept 2021        |
| Administrative Building<br>AS/6/21 | 60,000                    | Upgrade heating system  | LE4 HS1 HS2 HS4<br>HS5 R2 R3 MC3                             | March 2022                            | On-going                                    |

## PERFORMANCE

| INDICATOR MEASURE   | RESULTS<br>2020/21                           | TARGET<br>2021/22 | MID YEAR<br>RESULTS<br>2021/22               | TARGET<br>2022/23 |
|---|--|-------------------|--|-------------------|
| Number of staff working days lost to sickness absence.                              | 223<br>(166 short term)<br>(57 long term)    | 250               | 224<br>(102 short term)<br>(122 long term)   | 260               |
| Percentage of Councillors at full Council meetings.                                 | 74.5%  | 80%               | 67%  | 80%               |
| Percentage of Councillors attending at Standing Committees/ Working Group Meetings. | No meetings held due to pandemic             | 80%               | 71%  | 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.               | Pandemic prevented public attendance         | 3                 | 2  | 3                 |
| Percentage of invoices paid within 30 days or within creditor terms.                | 93%  | 90%               | 96%  | 95%               |
| Number of recommended corrections/improvements made by external auditors.           | Audit not held (disruption with Wales Audit) | 1                 | Audit not held (disruption with Wales Audit) | 1                 |

## FINANCIAL INFORMATION 2021/22

| ACTIVITY                | BUDGET         |
|-------------------------|----------------|
| General Administration  | 59,390         |
| Administrative Building | 180,450        |
| Depots                  | 40,110         |
| Civic Activities        | 44,440         |
| Vehicles and Machinery  | 41,610         |
| Personnel               | 508,670        |
| Capital Equipment       | 40,620         |
| <b>TOTAL</b>            | <b>915,290</b> |