

**SERVICE PLAN**

**FOR**

**ADMINISTRATIVE SERVICES 2023/24**

**MID TERM RESULTS**

**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 depot, 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 MID TERM RESULTS IN 2023/24

ACTIVITY	BUDGET £	DESCRIPTION	CORE VALUE	TARGET DATE	MID TERM RESULTS
People Management AS/1/23		Investors in People Phased delivery of action plan	STP6 STP10	March 2024	Action plan on-going
Governance AS/2/23	31,840	Compliance with Financial Reporting Standard FRS/102	STP11	September 2023	On-going
Registration AS/3/23	10,000	Register unregistered and incorrectly registered land and property with the Land Registry	MC5 SLC1	March 2024	Felinfoel and Ponthenri Recreation grounds with Land Registry for completion.  Five Roads Recreation ground on-going with council solicitor.
Administrative Building AS/4/23	30,000	Upgrade heating and hot water system	LE4 HS1 HS2 HS4 HS5 R2 R3 MC3	October 2023	New hot water system installed.  Heating control upgrades in work, commenced November 2023.
Civic Capital AS/5/23	3,280	Purchase members digital tablets	LD1 LD2 R2 R3 MC3	September 2023	Completed Oct 2023
Administrative AS/6/23	2,335	Photocopier/printer lease agreement renewal	R2 R3 MC3	January 2024	Agreed November 2023
Administrative AS/7/23	33,000	Local Council Insurance Policy renewal	HS3 MC3	January 2024	Renewal due 31 March 2024

## PERFORMANCE

INDICATOR MEASURE	RESULTS 2021/22	MID TERM RESULTS 2023/24	TARGET 2023/24
Number of staff working days lost to sickness absence.	590 (222.5 short term<7 days) (367.5 long term >7 days)	440 (80 short term< 7 days) (360 long term. 7days )	260
Percentage of Councillors at full Council meetings.	71%	89%	80%
Percentage of Councillors attending at Standing Committees/ Working Group Meetings.	70%	89%	80%
Percentage of Agendas sent out within three clear working days of meetings.	100%	100%	100%
Number of members of the public attending Council/Committee meetings.	0	1	3
Percentage of invoices paid within 30 days or within creditor terms.	96%	96%	95%
Number of recommended corrections/improvements made by external auditors.	On-going (disruption with Wales Audit)	On-going (delay with Wales Audit)	1

## FINANCIAL INFORMATION 2023/24

ACTIVITY	BUDGET
General Administration	48,450
Administrative Building	136,910
Depots	16,100
Civic Activities	59,781
Vehicles and Machinery	45,030
Personnel	590,378
Capital Equipment	25,390
<b>TOTAL</b>	<b>922,039</b>