

F and GP DRAFT DETAILED ACTION PLAN

Objective 2

To provide an efficient and responsive service to the public and ensure that admin systems are effective and accountable.

	Action to be taken	Cost	Responsibility	Timescale	Notes
<u>Outcome 1</u> Set up and maintain an efficient Enquiry and Information Service			F and GP/Town Clerk		
Short Term	<ul style="list-style-type: none"> Review training needs Include training costs in 2018 budget 		F and GP/Personnel sub Committee	Nov 2017	
Medium Term	<ul style="list-style-type: none"> Set up an internet based enquiry and payment system Implement training Set up review mechanisms 	Yes	Town Clerk	May 2018	
Long Term	Review after 4 years				
<u>Outcome 2</u>			F and GP		

Ensure that the Council's staff are well trained, effective and accountable.					
Short term	<ul style="list-style-type: none"> • Confirm Personnel sub-Committee • Publish salary scales and points at which staff are employed on the website and in the Annual Report • Review training needs • Include costs (including training) in 2018 budget 		F and GP Town Clerk Sub-committee/ Town Clerk	Sept 2017 Sept 2017 November 2017	
Medium Term	<ul style="list-style-type: none"> • Implement training 	Yes	Town Clerk/Sub-Committee Members	April 2018	
Long Term	<ul style="list-style-type: none"> • Continue to review 		Sub-committee members		
<u>Outcome 3</u> Ensure that Council admin and computer systems are appropriate and up to date			F and GP/Town Clerk		
Short term	<ul style="list-style-type: none"> • Review systems and recommend any necessary changes 		Town Clerk	Nov 2017	

	<ul style="list-style-type: none"> • Include costs (including training) in 2018 budget 	Yes			
Medium and Long Term	<ul style="list-style-type: none"> • Review annually 		Town Clerk		