



Business Support Service Plan

Section 1 - The Service

1.1 Service Overview

The Business Service Plan (2024-2025) outlines the Business Support Team's contributions progressing Weymouth Town Council's core priorities. The departments' function is to deliver support across, finance, civic duties, democratic processes, communication, project management, marketing and central services. This Plan aims to increase the Council's operational capacity by providing an integrated, collaborative approach to administrative and supportive services.

This plan aims to create clarity on the upcoming years focal areas.

1.2 Service Aim

The Business Support Team aims to foster an efficient "One Council" culture. An approach of maximizing the effectiveness of Council services by collating and simplifying processes, enhancing resource management, and ensuring streamlined support for both internal departments and community-facing initiatives.

Key goals include:

- Providing seamless, reliable support across service areas.
- Enhancing community engagement and increasing transparency.
- Supporting innovative, community-led projects to improve resident and visitor experiences

Weymouth Town Council Core Values:



Image: [CORPORATE PLAN 2025-2029](#)

The service will contribute to Weymouth Town Councils core values.

How:

- 1. A town to be proud of, that looks clean and attractive and has something for everyone:** we will promote pride in Weymouth through great communication across our social media and traditional media platforms. Championing the work that the council does.
- 2. An aspirational town where people have the opportunities to improve, learn, and earn** working across council to see how we can improve development for all of our teams, as well as engaging with schools and businesses in initiatives they are running.
- 3. An accessible town where you can access services and amenities regardless of ability, age, or need,** ensuring services are inclusive of all residents and visitors and information on how to access these services is available.
- 4. A prosperous town where year-round events and activities bring in visitors and increase economic opportunities** Supporting year-round events to enhance economic opportunities.
- 5. A green town that reduces its carbon footprint year on year and seeks to protect nature** Managing our staff, resources, and assets responsibly and transparently.

1.3 Service Objectives

Service Area	Objective 1	Objective 2	Objective 3
Finance	To ensure full legislative compliance and best practice.	To create an accessible and timely budget management systems.	To work with external providers to resolve finance system shortfalls – assess long term suitability.
Civic & Democratic	To support Civic service members in management of duties.	To provide clear and transparent reporting on local council meetings for constituents within the area.	To ensure democratic rights are available and promoted within Weymouth local elections.
Communication	To manage the public perception of The Council by promoting services provided and opportunities for involvement including consultations.	Promote understanding of Council aims and priorities decided by Councillors through a strong narrative to residents around what the Council stands for.	Protect and enhance the reputation of the Council by effectively managing relationships with press, broadcast, and digital media to enhance perceptions of the Council and the town, responding with timely information to requests as needed.
Central Services.	To ensure our council has a strong business central support to enable consistency throughout.	Ensuring the day-to-day tools for employees of The Council are available and appropriate.	To support strategic development through building process and enforcing through management.
Project Development	To work with Councillors on project initiatives in a timely manner	To develop projects in an efficient and informative way to ensure plans are well evaluated and fair reducing error or poor representation.	To plan out changes and delivery of services, to develop plans, implement project and manage all areas in an efficient way to be able to hand over clearly to day-to-day operations on time.

Section 2 - Performance of the Service

2.1 Performance targets KPI

KPI	Target	How is this analysed?	Aims
Cash flow.	Invoices paid within 14 days	Using access Average debtor and average creditors paid.	To ensure we are paying suppliers in a suitable timeframe and budget holders are responsive to purchase order, to ensure our customers are paying us quickly and maintain a healthy cash flow.
Democratic efficiency	80% resolutions implemented within target date.	A full log of resolutions with action dates added. Monthly report created.	To improve efficiency in implementing resolutions and monitor where or why delays happen. This will help senior manager distribute resources while providing councillors clarity on impact decision are making.
Digital media engagement.	Increase social media following by	Quarterly reporting via data analytics software.	To increase active engagement with council actions as opposed to passive, this will increase more long-term positive advocates on behalf of the council.
Training and development	100% compliance with all mandatory training across all teams.	Compliance on training plans via bright for current and new staff, quarterly reporting.	To ensure efficient and good training for our teams to safeguard the colleagues, communities and council.

KPI	Target	How is this analysed?	Aims
Resource development	Average day lost to sickness under 3.6FTE % of appraisal complete on time 100% % reaching expected or above 85%	Average Days lost to sickness, % of staff appraisal carried out on time. Staff meeting expectation or higher	Focusing on the development of our teams and their welfare is fundamental to the flexibility and productivity of the council

Section 4 - Service area risks

Service Risk	Cause	Impact	Likelihood	Matrix Score	Mitigation Measures	Likelihood	Matrix Score
Staff retention, recruitment	Challenging recruitment conditions, ageing workforce	Potential risk if large amounts of knowledge leaving the business	Medium		More crossover working, more standardised system, reviewing technological changes.	Medium	
Change management	Large numbers of changes happening over multiple teams	Potential risk for errors or disengagement from teams.	High		Clear communication, additional planning time, closer cross department working	Medium	
Reputational damage	Heightened political dissatisfaction, increase social media movements	Damage to local opinion, disengagement with communities.	High		Constant management by communication team, communication training for councillors and public facing officers, clear implementation of codes of conduct and democratic standards.	Medium	
Democratic regulation not met	Errors in following regulation via changes, or oversight.	Serious public scrutiny or distrust in the council	Low		Constant communication between Town Clerk, Councillors, and management.	Low	
Fiscal risk.	Cash flow management, regulation requirement, external stakeholder management.	Errors with any fiscal work can have a huge impact to the council not only legally and operationally but the risk to our reputation would be significant in the event of any oversights.	Medium		Stringent controls on financial systems, small teams to reduce oversights or miscommunication, clear lines of responsibility and tracking, close oversight by SLT,	Low	

Section 3 - Resources

3.1 Council Structure

Refer to organisational structure - <https://www.weymouthtowncouncil.gov.uk/key-documents/>

3.2 Financial Overview

Refer to finance and governance budget - <https://www.weymouthtowncouncil.gov.uk/committee/>

3.3 Council Boundaries

Boundary plans 2024 - [New boundaries 2024](#)

3.4 Corporate 5-year plan

Please refer to corporate plan

3.5 Governance and Accountability

Please refer to notices of audits and external Audit reports - [Annual Governance and Accountability Returns - Weymouth Town Council | Weymouth Town Council](#)

3.6 Democratic services

Please refer to Committees meeting notes - [Committee Papers – Finance & Governance, Human Resources, Planning & Licensing, Services.](#)