

SERVICE SPECIFICATION FOR SUPPORT SERVICES PROVIDED TO:
COTSWOLD DISTRICT COUNCIL, FOREST OF DEAN DISTRICT COUNCIL and
WEST OXFORDSHIRE DISTRICT COUNCIL

This Specification for the Services details the high level Services to be provided by the Company to Cotswold District Council, Forest of Dean District Council and West Oxfordshire District Council. [More detail (in relation to Service Standards and performance indicators) is set out in the documents linked to the Service Agreement.]

The overriding principle applying to the Specification is that the Company will deliver the relevant Services to the extent permitted by Law. Where any Service involves the exercise by a Council or a Council Officer of functions or discretions which may not be delegated to the Company, the Company's obligations shall be to provide such administrative and other support to enable the Council (or relevant Council Officer) to lawfully discharge such obligations and (for the avoidance of doubt) the Council or applicable Council Officer shall remain responsible for the discharge of such functions and/or exercise of such discretions as may not be delegated.

For the avoidance of doubt, the non-delegable statutory elements of those Service Areas shaded in red will be discharged (as applicable) by the relevant Council or Council employee.

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Service area: ICT

Function	Council
Provide strategic ICT advice and guidance to Councillors and Council employees	CO, F, WO
Business Partnering	CO, F, WO
Service transformation support	CO, F, WO
Oversee ICT related procurement activities and provide input where required	CO, F, WO
Design, manage and install Council networks and infrastructure	CO, F, WO
Telecoms – design, implementation and management	CO, F, WO
Disaster Recovery / Backups	CO, F, WO
Specify, deploy and manage ICT hardware and devices	CO, F, WO
ICT Helpdesk	CO, F, WO
Business World Helpdesk and infrastructure support	CO, F, WO
Support Business World infrastructure	CO, F, WO
Ensure compliance with Government and industry standards	CO, F, WO
Local Land and Property Gazetteer	CO, F, WO
GIS and mapping service	CO, F, WO
Street naming and numbering service	CO, F, WO
Website and digital services	CO, F, WO
Data services – complex reporting, data migration, transformation and extraction	CO, F, WO
Application development and integration	CO, F, WO
Specify, implement and update Application systems	CO, F, WO
Support corporate Applications and Systems	CO, F, WO
ICT related Security policies, procedures and advice	CO, F, WO
Data Protection and handling advice and guidance – liaison with SIRO	CO, F, WO
Information Security – policy development, registration and coordination of breaches, liaison with Information Commissioner	CO, F, WO
ICT training for elected members and Council employees	CO, F, WO
BACs Bureau Service	CO, F, WO
Issuing ID / security access cards	F only

Service area: Finance

Function	Council
Service transformation support	CO, F, WO
Accounts payable	CO, F, WO
Purchase ordering	CO, F, WO
Accounts receivable	CO, F, WO
General ledger management	CO, F, WO
Cash and bank input	CO, F, WO
VAT	CO, F, WO
Bank reconciliation	CO, F, WO
Trust Funds	CO, F, WO
Mortgages, Car Loans and Loans to Third Parties	CO, F, WO
Mayor's / Chairman's charity	CO, F, WO
Leasing - employee cars / pool cars (financial aspects)	CO, F, WO
Leasing – Other leases	CO, F, WO
Support services costing	CO, F, WO
Journals	CO, F, WO
Statement of Accounts	CO, F, WO
Collection Fund accounting	CO, F, WO
Financial Strategy / Budget preparation	CO, F, WO
Management Reporting	CO, F, WO
Business Partnering	CO, F, WO
Government Returns – RO, RA, QRO, C.O. etc.	CO, F, WO
Technical accounting support	CO, F, WO
Treasury Management	CO, F, WO
Insurance support and advice	CO, F, WO
Collate Precept data from Parish Councils, Upper Tier Authorities, Police Authorities	CO, F, WO
Business World System Support – administration and support	CO, F, WO

Service area: Human Resources and Payroll

Function	Council
Service transformation support	CO, F, WO
HR functions for staff employed directly by the Council: <ul style="list-style-type: none"> • Workforce intelligence • Recruitment and induction • Leavers • Disclosure and Barring Scheme • Staff welfare • Employee Relations/Case work • Grievance, Disciplinary & Capability • Redundancy • Job evaluation; Employee benefits; Reward & Recognition • Maternity/Paternity Support • Long Service Awards • Retirements and Flexible Retirements • Death in Service • Annual Leave and Flexi-leave • Performance and Appraisals • Apprenticeships and Apprenticeship Levy • Employee representation – Trade Unions etc. • Total Reward, including benefits platform • HR Metrics • Employee communications and engagement 	CO, F, WO
HR functions for staff employed directly by the Council: <ul style="list-style-type: none"> • Absence Management 	
HR Procedure & Policy Development	CO, F, WO
Organisational HR Strategy	CO, F, WO
Learning & Organisational Development including learning skills, knowledge & behaviours and Change Management	CO, F, WO
Health and Safety, including Fire Safety advice	CO, F, WO
Pensions Administration	CO, F, WO
Payroll Function: For employees directly employed by Councils (including elected members)	CO, F, WO

Service area: Procurement

Function	Council
Service transformation support	CO, F, WO
Common Procurement Strategy, reflecting local flexibility	CO, F, WO
Common Contract Rules	CO, F, WO
Common suite of Standard Documentation	CO, F, WO
Standardised procurement web pages	CO, F, WO
Common Contract Register	CO, F, WO
Support through full tender/quotation process	CO, F, WO
Contract Management	CO, F, WO
Contract Monitoring	CO, F, WO
Procurement Portal – management of and guidance	CO, F, WO
Business World procurement module strategy and directional guidance including suppliers, products and training	CO, F, WO
Spend analysis, reporting and identification of procurement savings	CO, F, WO
Common work plan	CO, F, WO
Supplier adoption on e-portal where in use	CO, F, WO
Supplier engagement and Meet the Buyer events	CO, F, WO
Credit checks (organisational)	CO, F, WO
Category Management	CO, F, WO
Purchase Order management	CO, F, WO
Purchase Cards / Corporate credit cards	CO, F, WO
Procurement support to other Gloucestershire and Oxfordshire Districts for joint procurement / tendering	CO, F, WO
Procurement training	CO, F, WO

Service area: Property Services

Function	Council
<p>Strategy:</p> <ul style="list-style-type: none"> • Preparation for Council approval and delivery of Asset Management Strategy, Accommodation Strategy and Commercial Property Investment Strategy • Identification of and option appraisals for potential development sites • Liaison with county and other external groups to deliver on common goals • Support delivery of other strategies and corporate projects from property perspective, e.g. car parking, developments etc. 	CO, F, WO
<p>Maintenance and Management:</p> <ul style="list-style-type: none"> • Procurement of Contracts for annual, routine and reactive maintenance, minor capital works, utilities and cleaning • Risk assessments and action plans for Health & Safety compliance for all operational assets, including for asbestos, legionella, fire and glazing • Formulation and procurement of maintenance frameworks and condition surveys 	CO, F, WO
<ul style="list-style-type: none"> • Major Projects: <ul style="list-style-type: none"> ○ Manage / deliver capital programme works ○ Manage / deliver other large projects, e.g. office relocations, redevelopment 	CO, F, WO
<ul style="list-style-type: none"> • Management: <ul style="list-style-type: none"> ○ Delivery of annual, routine and reactive/emergency maintenance programme for all operational assets (including admin support) 	CO, F, WO
<ul style="list-style-type: none"> ○ Administer cyclical / routine term contracts including M&E, CE, PPM, Fire Precaution, Security Systems, Lifts, Crematoria Plant, Premises Hygiene, structural maintenance, Townscape, Utility services and any related compliance works ○ Carry out Facilities management duties 	CO, F, WO
<ul style="list-style-type: none"> • Miscellaneous tasks: <ul style="list-style-type: none"> ○ Manage and provide professional and administrative support for party wall awards, contaminated land issues, insurance matters on Council owned property, tender evaluations, development budget estimates, ad hoc enabling works ○ Carry out and produce schedules of dilapidations, periodic asset condition surveys, prepare/review planned maintenance programme ○ Report maintenance issues, vermin control requirements, conservation (green spaces & historic buildings) compliance ○ Landscape and open spaces maintenance works 	CO, F, WO
<ul style="list-style-type: none"> • General <ul style="list-style-type: none"> ○ Carry out the administrative functions of client management for services, e.g. off street parking management and enforcement, grounds maintenance, caretaking, office cleaning and public toilets, green space and play area management and maintenance ○ Assist in the provision of bereavement services, including lot management, funerals and assisted burials (where there is no next of kin) ○ Management of Council-owned car parks 	F only

Function	Council
Estate Management: <ul style="list-style-type: none"> • Landlord and Tenant, including: <ul style="list-style-type: none"> ○ Negotiate rent reviews, lease renewals, variation and breaches, licences, freeholder approvals, service charges, approval for works landlords' consent, mapping, schedules, dilapidations, tenant compliance, rent arrears, mediation and arbitration and instruct Legal service to prepare necessary documentation 	CO, F, WO
<ul style="list-style-type: none"> • Land management, including: <ul style="list-style-type: none"> ○ Negotiation of easements, rights of way, compensation for disturbance, memoranda of understanding, stakeholder engagement, consultation, encroachments, land protection measures, including landlord and boundary inspections, adverse possession claims, and other land management 	CO, F, WO
<ul style="list-style-type: none"> ○ Cemetery management ○ Management of trees owned by the Council 	F only F only
<ul style="list-style-type: none"> • Property management, including: <ul style="list-style-type: none"> ○ Support and advisory services including commercial transactions, insurance claims 	CO, F, WO
<ul style="list-style-type: none"> • Valuations, including: <ul style="list-style-type: none"> ○ Undertake valuations e.g. capital valuations, insurance, rating, rental and rent reviews 	CO, F, WO
<ul style="list-style-type: none"> • Land and property terrier: <ul style="list-style-type: none"> ○ Management and maintenance of the land and property terrier ○ Ensuring records are updated on completion of transactions ○ Reconciliation with Finance Asset register ○ Management of electronic property related records 	CO, F, WO
General: <ul style="list-style-type: none"> • Land and ownership enquiries • Agency e.g. marketing, viewings and procurement of agents where required 	CO, F, WO

Service area: **Land Charges**

Function	Council
Manage all administrative aspects of Land Charges service, including: <ul style="list-style-type: none">• Maintain Local Land Charges Register• Responding to requests for CON29 enquiries and charges against particular properties• Responding to requests from personal search companies• Liaison with County Council and other internal services regarding responses to CON29 requests and coordinate responses• Dealing with S157 requests	CO, F, WO

Service area: **Flood Engineering**

Function	Council
Preparing consultee responses on Planning applications	CO, F, WO
Design, procurement and implementation of flood relief schemes	CO, F, WO
Flood consent and enforcing	CO, F, WO

Service area: **All Services**

Function	Council
<p>Generic responsibilities:</p> <ul style="list-style-type: none"> • Production of reports as and when required in accordance with prescribed timetables • Attendance at meetings/dealing with elected members as required • Engagement with internal and external stakeholders and partners as appropriate • Maintaining appropriate legislative / regulatory / professional knowledge/networks and complying with relevant Continuous Professional Development (CPD) requirements • Writing and contributing to appropriate policies, procedures and guidance notes • Maintenance of records, including online records • Corporate responsibilities e.g. preparing responses to complaints, Freedom of Information (FOI) requests, transparency agenda, safeguarding, business continuity, emergency response, equality, Prevent, audit, health and safety, and risk management in compliance with specific Council policies as appropriate • Processing payments and invoices • Keeping website information up to date • Benchmarking, performance monitoring and statistical reporting/returns as required • Preparing responses to local and national consultations • Preparing and contributing to relevant funding bids • Providing training for elected members and parish/town councils as required • Preparing responses to Ombudsman complaints and legal challenges 	CO, F, WO