

**LOCAL AUTHORITY PROGRESS REPORTS –
CAVAN LOCAL AUTHORITY
(March 2008 Payment)**

<i>INDICATOR CHECKLIST</i>	Verifiable progress since June 2007		Comments (if any)
	Yes	No	
Co-operation with ongoing change/modernisation	Yes		<p>Water Services – ongoing changes include the introduction of telemetry and SCADA systems in water and wastewater treatment works and networks.</p> <p>Fire Services – Recording of time and attendance using Biometrics (thumb recognition) currently being successfully piloted in Cavan Fire Station.</p>
Staff flexibility in the light of changed business requirements/ alterations in work procedures as necessary	Yes		<p>Increased opening hours – Library, Planning, Recycling and Amenity Sites.</p> <p>There have been major advances in the Library in delivering better service for the Customer. From offering only one full-time library (Open 5 days weekly and closed on Saturdays), we are now delivering three full-time branch libraries opening six days per week; open through lunchtimes, evening opening and full day Saturday opening including Bank Holiday Saturdays. This has been made possible by the commitment of staff to working unsocial hours; flexibility in staff working hours and the provision of Relief Branch Librarian staff.</p>

Enhanced team working	Yes	<p data-bbox="879 210 1345 461">Various Cross Sectional Teams working throughout the organisation. Eg. Business Planning, CRAIC (Creating Reasonable Accommodation in Cavan), Communications, Health & Safety. Service Indicators etc.</p> <p data-bbox="879 501 1345 636">There has been enhanced teamworking within sections arising from the successful embedment of PMDS</p>
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<p>Outsourcing</p>		<p>There is widespread acceptance of the use of private contractors in all sections.</p> <p>Sale of Landfill Site The Landfill Site in Cavan has been sold to Oxigen Environmental Ltd. The contract of sale is now signed and Oxigen Environmental is operating the landfill facility.</p> <p>Cavan County Council undertook to implement the new arrangements are as follows</p> <ul style="list-style-type: none"> • Sufficient time was allowed prior to the change in work practices to facilitate discussions with the relevant staff and Union members. Throughout the period July to August meetings took place with the relevant staff and unions. • The relevant staff and Union members were facilitated by being transferred to their location of choice • An implementation date for the new arrangements was agreed with the relevant staff members and Union. <p>The benefits of the sale include:</p> <ul style="list-style-type: none"> • Long term guarantee of revenue stream • State of the art waste recycling / recovering facility • Potential significant increased employment
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Outsourcing	Yes	<p>Cavan County Council discontinued the Refuse Collection. Cavan Town Council will be discontinuing the refuse service in January, 2008. Ongoing negotiations between staff, management and unions regarding the redeployment of refuse service staff in Cavan Town Council are nearing completion.</p> <p>In water services there is widespread acceptance of the use of private contractors. Particular work situations where they are used when Council resources not available include laying of water mains, sewer mains, making connections, leak repairs and meter installations. Cooperation with private contractors.</p> <p>Also in housing repairs there is widespread acceptance of contractors.</p> <p>Ongoing cooperation with outside contractors within all sections.</p>
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Redeployment of staff	Yes	<p>As stated above staff have been successfully redeployed from the landfill and also as result of discontinuation of the Refuse Collection Service in Cavan County Council.</p> <p>Ongoing negotiations between staff, management and unions regarding the redeployment of refuse service staff in Cavan Town Council are nearing completion.</p>
Enhanced attendance at work	Yes	<p>Lunch time opening in Motor Tax and Planning Sections. A review of opening for other departments with a view to possible implementation of lunch time opening where deemed practical and necessary.</p> <p>Extending opening of Library opening hours has also been achieved.</p> <p>There is increased attendance at out of hours meetings by staff.</p>
Introduction of new work practices	Yes	<p>New technology is being introduced and implemented by the workforce.</p> <p>New work practices arising from the need to comply with new legislation.</p> <p>Some Outdoor staff are now acting in supervisory capacity in new jobs.</p>
Enhanced links with local community	Yes	<p>Through Community and Enterprise Section we are working with various voluntary/community bodies , Chamber of Commerce.</p> <p>Representatives of community/special interest groups are on our Strategic Policy Committees.</p>
Provision of information required by Service Indicator process	Yes	<p>Service indicators are compiled on a quarterly basis by each section and forwarded to Corporate Affairs. Corporate Affairs make returns to LGCSB.</p>

Industrial relations climate enhancement	Yes	Since 2003 there were no industrial relations disputes affecting services to the public provided by Cavan Local Authorities.
Extended opening hours/enhanced customer service	Yes	<p>Contact Management System (eDirect) is continuing to be rolled out throughout the organisation.</p> <p>Customer Charter and Customer Service Action Plan are now in place. Both these documents have been communicated to all staff and are available on our website and at all public offices.</p> <p>Lunch time opening in Motor Tax and Planning Sections. A review of opening for other departments is underway with a view to possible implementation of lunch time opening where deemed practical and necessary.</p> <p>Civic Amenities Staff working on Saturdays to facilitate customer access.</p> <p>Library Service continues to have customer friendly opening hours.</p>
Better use of IT	Yes	<p>New technology is being expanded on an ongoing basis.</p> <p>The website and intranet is being used extensively to disseminate information to both customers and staff alike. Mobile devices (laptops, blackberries, handheld units for receipting by revenue collectors) are being used to increase productivity and streamline operations. All Systems are updated to latest versions and the Wide Area Network (WAN) is being upgraded to operate at increased capacity</p>

<p>Better service to marginalised groups</p>	<p>Yes</p>	<p>During 2007 Cavan Local Authorities were successful in securing approval from the Department of the Environment, Heritage & Local Government for the establishment of a Social Inclusion Unit. The Unit is to be staffed by a Social Inclusion Officer and Analyst/Researcher. The overall effect of the Social Inclusion Unit will be to add value to the services delivered by Cavan Local Authorities having particular regard to those people experiencing disadvantage. It will result in services being more accessible to both individuals and communities, an enhanced staff awareness and understanding of who and how people experience exclusion and disadvantage, with the overall effect of improving service delivery and empowering disadvantaged communities.</p> <p>Over the past year the Cavan Lone Parent Initiative has been funded by the NDP Gender Equality Unit in the Dept of JE&LR to carry out research on lone parents and labour market exclusion and to deliver education and training supports. Seventy lone parents participated in 120 placements over the year and many have progressed to employment, CE schemes and further courses. The Lone Parent Initiative will continue to work as an interagency group to support the social and labour market inclusion of lone parents in the county, in particular by developing an action plan for the SIM group. Cavan County Council has undertaken to work with OPEN, a national voluntary organisation, on a pilot project that will address lone parents' accommodation issues.</p> <p>Children with disabilities were a target for activity this year, with a regional conference in April to promote inclusive play for children. DESSA, a national disability equality agency, chose to launch their inclusive play booklet in Cavan in November, while Cavan is also participating on a national committee that will draft technical specifications for local authorities developing playground infrastructure.</p> <p>Working with Cavan Partnership, Positive Age and the 050 Network, Cavan Co Council has also commenced a process of developing a strategy for work with older people in the county. Funding was received to carry out research and to produce an action plan. This work will feed into the new Social Inclusion Unit and will inform the Council as a whole of the needs of vulnerable and marginalised older people.</p> <p>Community development support is provided for community-based groups in isolated parts of West Cavan. The purpose is to develop the capacity of these groups and individuals as a means of revitalising deprived areas and bringing about positive change at local level.</p> <p>Cavan RAPID youth project is an innovative youth service targeting local authority estates in</p>
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Expanded options for customer payments	Yes		ePayments operate for Fixed Water and Traffic Fines are imminent. Other systems to be added in 2008
Participation in e-procurement	Yes		eTenders being used. LA Quotes being used for annual quotations for plant hire, haulage, tool hire and supplies and services. Border Market Place being used for quotations of supplies
Enhanced Website	Yes		Website redesign completed on foot of a review by outside consultancy. Site now has a modern visual design, is much easier to use, has better 'findability' and has a very high level of accessibility compliance.

<p>Examination of the potential for shared services as per recommendations or Review Group</p>	<p>Yes</p>	<p>Examples include Fire Service – Cavan Local Authorities joined ERCC (East Regional Control Centre) in June 2006 and are continually updating the data for the Control Centre.</p> <p>Kildare County Council is the contracting County for CISM (Critical Incident Stress Management) and is currently being rolled out into the Fire Service Personnel in County Cavan.</p> <p>Four County Water Metering Project (Counties Cavan, Meath, Westmeath and Offaly) Cavan as lead authority delivering a non-domestic metering contract to all four counties.</p> <p>Cavan Local Authorities are participating in a review of groups within adjoining Local Authorities to look at shared services.</p> <p>DARA has the CRAIC Cavan County Council, Kildare County Council and the Equality Authority launched “Dara Has The Craic”. This report details new initiatives taken by the two local authorities with the Equality Authority to enhance the accessibility of their services to people with disabilities. The report seeks to assist an effective implementation of the National Disability Strategy by local authorities.</p> <p>Cavan Local Authority participate in all relevant regional networks . This is encourage and facilitated.</p>
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Staff Training	Yes	<p>Cavan Local Authorities are committed to providing training and development to all employees on an equal basis in an effort to develop and enhance their knowledge, skill and competencies to achieve our objectives and goals.</p> <p>A Learning & Development Strategy has been developed which sets out a structured approach to Training & Development in our organisation. The contents of the Strategy have been communicated to all staff.</p> <p>A Training Plan will be produced each year in response to training needs as identified through the Training Needs Analysis which forms part of the Personal Development Plan process, the organisational Needs and in line with the financial resources allocated in our Budget.</p> <p>This Plan will continue to:</p> <ul style="list-style-type: none"> ➤ Place a high priority on all Health & Safety Training ➤ Support the Regional Training Centre in Stranorlar in delivering the Non-National Roads Training Programme to roads personnel ➤ Support staff undertaking relevant part-time study activities ➤ Support the Life Long Learning Programme <p>FAS – Excellence Through People</p> <p>In 2007 Cavan County Council attained FAS – Excellence Through People Standard Accreditation for a 2 year period in recognition of aligning best practice Human Resource Management Systems with Business Improvement.</p> <p>A total score of 90.3% was received</p>
Open Recruitment		Awaiting recommendations from Dept of Environment & Local Government
Implementation of PMDS	Yes	PMDS has been rolled out in all sections in Cavan Local Authorities.

Health & Safety Enhancement	Yes	<p>Continued adoption of new health and safety procedures and policies and attendant work practice changes</p> <p>There is a cross sectional committee that deals with all Health & Safety Issues within the organisation.</p> <p>41% approximately of our Training Budget is spent on Health and Safety.</p>
Equality	Yes	<p>Cavan Local Authorities have recently undertook an Equality Review and Audit which examined practices such as recruitment, selection promotion, training and conditions of employment. The Audit was conducted on the basis of three strands of research namely – Quantitative Survey – Staff Survey, Qualitative Research- Focus Group workshops and an Audit of Human Resources policies and practices.</p>

Signed: _____ (Chairs) Partnership Committee
