

LOCAL AUTHORITY PROGRESS REPORTS
(September 2008 Payment)

Name of Local Authority: Cavan

<i>INDICATOR CHECKLIST</i>	Verifiable progress since March 2008		Comments
	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> <p>There is continued compliance with new legislative requirements and associated guidance in Health & Safety in all areas.</p>

<p>Staff flexibility in the light of changed business requirements/ alterations in work procedures as necessary</p>	<p>Yes</p>	<p>Increased opening hours – Library, Planning, Recycling and Amenity Sites.</p> <p>Waste Section - Currently looking at opening hours of Recycling centres to include Sundays. Litter Wardens providing flexible out of hours and Saturday services where required.</p> <p>Environment Section has relocated from offices at Cullies to town. Laboratory has remained at Cullies and staff have shown flexibility in this new work procedure.</p> <p>Roads Section; Flexible working hours especially during Surface Dressing and other critical operations to maximise outputs.</p>
<p>Enhanced team working</p>	<p>Yes</p>	<p>Various Cross Sectional Teams working throughout the organisation, eg. Business Planning, CRAIC (Creating Reasonable Accommodation in Cavan), Communications, Health & Safety, Service Indicators, Irish Language, Maintenance teams in Water Services etc.</p> <p>There has been enhanced team working within sections arising from the successful embedment of PMDS.</p> <p>Env staff have provided H&S assistance to Water Services</p>

<p>Outsourcing</p>	<p>Yes</p>	<p>There is widespread acceptance of the use of private contractors in all sections</p> <p>I.T.</p> <ul style="list-style-type: none"> • Availing of LGCSB Hosting & Enhanced Network Services thus availing of Best Practice in these areas without having to resource these services locally. • Availing of Kerry Co Co hosted system for production of annual tenders for materials and machinery. (LA Quotes) <p>Cavan Town Council discontinued the Refuse Collection Service at the end of January, 2008. Staff were successful redeployed to other duties in the Town Council.</p> <p>In water services there is 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. Further negotiations with the Unions were held and this arrangement is extended for a further period</p> <p>Waste – Use of Industrial cleaning service company to maintain bring centres. Cora Systems providing ‘Project Vision Software package/support.</p> <p>Health & Safety Section are currently in the process of outsourcing the publications of Safety Statements.</p>
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Redeployment of staff	Yes		<p>Waste - Staff from within waste management redeployed to Water Services to manage the roll out of a public awareness campaign. 2 staff previously working at the landfill now redeployed as Litter wardens.</p> <p>Staff have been successfully redeployed into various engineering areas and as Litter Wardens from the landfill and as a result of discontinuation of the Refuse Collection Service in Cavan County Council</p>
Enhanced attendance at work	Yes		<p>All staff continue to respond to calls out of hours</p> <p>Waste - Both Recycling centres are open all day from 8am – 5pm and also on Saturdays</p> <p>Currently looking at opening hours of Recycling centres to include Sundays. Litter Wardens providing flexible out of hours and Saturday services where required.</p> <p>Lunch time opening in Motor Tax and Planning Sections. Contact Management Desk is fully manned at lunch hours. A review of opening for other departments with a view to possible implementation of lunch time opening where deems practical and necessary.</p> <p>Extending of Library opening hours to include Saturdays and evenings has been achieved.</p> <p>There is increase 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>Health & Safety Practices are continuously evolving and therefore developing of new safe work practices is ongoing.</p> <p>Flexitime Time & Attendance system has been introduced for Theatre Staff.</p> <p>Waste – Introduction of new procedures to deal with vehicles for sale on public land. More stringent approach to littering offences.</p> <p>Roads – Introduction of new Signage at roadworks Guidelines, Trialling of new surfacing and patching technology.</p>
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Enhanced links with local community	Yes	<p>Community and Enterprise are continuing to develop links with communities throughout the County. Strong links exist with over 285 groups that are registered with the Community and Voluntary Forum. Community and Enterprise also work on specific programmes that target geographical and interest based communities. Such groups include people with disabilities, communities in disadvantaged rural areas and people living in the RAPID area of Cavan town.</p> <p>Waste – Ongoing roll out of “The Adopt A Road programme” and the “County Litter league”. Increase in schools awareness visits & Green schools programme. Continuation of funding and advisory support for community groups & tidy towns groups.</p> <p>Staff regularly liaise with Elected Representatives, Community Associations, Development Associations and Tidy Town Committees.</p>
Provision of information required by Service Indicator process		Service indicators are compiled on a quarterly basis by each section and forwarded to Corporate Affairs. Corporate Affairs compile returns for submission LGCSB.
Industrial relations climate enhancement	Yes	Since 2003 there were no industrial relations disputes affecting services to the public provided by Cavan Local Authorities.

<p>Extended opening hours/enhanced customer service</p>	<p>Yes</p>	<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>Developed IT System to manage and monitor the provision of social and affordable housing under Part V of the Planning & Development Act 2000.</p> <p>Waste – Both Civic Amenity sites open 8-5 Mon-Fri and 8-12 Saturdays to facilitate customer access. Option of opening on Sundays being assessed at present.</p> <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>Library Service continues to have customer friendly opening hours.</p> <p>To ensure accessibility for all continuous improvement in the Councils built environment and services is ongoing. .</p>
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<p>Better use of IT</p>			<ul style="list-style-type: none">• Planning is now an end-to-end electronic service internally. The use of the Intranet, GIS and Document Management is the enabling technologies behind this.• Plans are afoot to extend this service to the public. Awaiting installation of Server by our Hosting Service (LGCSB) and also data cleansing being carried out by an outside agency.• VOIP continues to be rolled out internally with the Town Council the latest to come on stream.• Preparatory work ongoing in respect of Payroll to streamline data preparation for new system• Ongoing negotiations taking place with Broadband companies in order to encourage the spread of rural broadband services. About to initiate a scheme to progress this further.• Participation in a GIS cross border 18 month project comes to an end with the launch of www.eastborderregionmaps.com. Official launch on June 25th• Currently developing an online Safety Management System utilising the intranet system.
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<p>Better Use of IT (cont)</p>		<p>IT were involved in designing a system for administering Part V Housing and installation of a public access PC dedicated to Motor Tax Online. This was a result of a work based project undertaken by a staff member who participated in the Leadership Development Programme designed specifically for Cavan County Council and delivered inhouse to a number of staff.</p> <p>Waste - Regular use of Council website for posting updates and news. New water awareness website launched. Currently evaluating software to manage Dog warden and litter services. Use of GPS by field staff ongoing.</p>		
<p>INDICATOR CHECKLIST (cont'd)</p>	<p>Verifiable progress since March 2008</p> <table border="1"> <tr> <td data-bbox="655 1357 770 1395"> <p>Yes</p> </td> <td data-bbox="770 1357 887 1395"> <p>No</p> </td> </tr> </table>	<p>Yes</p>	<p>No</p>	<p>Comments</p>
<p>Yes</p>	<p>No</p>			

<p>Better service to marginalised groups</p>	<p>Yes</p>		<p>Community and Enterprise are committed to providing services to those who are marginalised in our communities.</p> <ul style="list-style-type: none"> • Much work is being undertaken in implementing an Inter-agency strategy for the provision of services to the Traveller Community. The ultimate aim of the strategy is to strive to improve the quality of services available to the Travelling Community. • Community and Enterprise work with a wide range of agencies in an effort to improve service provision to marginalised groups. People with a disability, lone parents, elderly and young people are some of the target groups that work is being undertaken with. <p>Community and Enterprise organised a forum for agencies to attend at which the provision of services to Ethnic Minorities was discussed. Following the event agencies are working in a more integrated manner in an effort to ensure that there are better quality services for Ethnic Minorities in the County.</p>
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<p>Better service to marginalised groups (cont)</p>			<p>The Traveller Programme has provided permanent traveller accommodation to meet the needs of Travellers in the County. Housing units are also being provided in Local Authority Estates to aid in the integration of Travellers. The Council have also accommodated the leasing of classroom facilities in "Cana House" to facilitate the ongoing provision of pre-school facilities for Travellers.</p> <p>Waste – Information leaflets available in English, Polish and Russian.</p> <p>To ensure accessibility for all continuous improvement in the Councils built environment and services is ongoing.</p>
<p>Expanded options for customer payments</p>	<p>Yes</p>		<p>ePayments operate for Fixed Water and Traffic Fines are imminent – software has been tested and user training will commencing over the coming weeks.</p>
<p>Participation in e-procurement</p>	<p>Yes</p>		<p>eTenders being used.</p> <p>Recent tender on eTenders for Website Content. See below. Also using LA Quotes (Kerry Co Co hosted system) for annual machinery and material tendering</p>

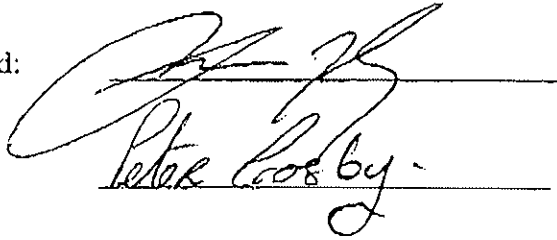
Enhanced Website	Yes	<p>Following on from redesign of Website a request for tender was issued to improve the content of the website making it more user friendly and relevant. Tender awarded and winning company briefed prior to commencement of work on the content.</p> <p><u>www.waterwise.ie</u> launched as part of Cavan's water awareness and conservation campaign</p>
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<p>Examination of the potential for shared services as per recommendations of Review Group</p>	<p>Yes</p>	<p>Environment: The possibility of providing laboratory services to neighbouring counties is currently being examined</p>
		<p>Fire Service –ERCC (East Regional Control Centre) provide an emergency call out system for Cavan Local Authority and a major review of address data is currently taking place.</p>
		<p>Kildare County Council is the contracting County for CISM (Critical Incident Stress Management) and it was successfully rolled out to the Fire Service Personnel in County Cavan.</p>
		<p>Cavan are lead authority of three in procurement of Consultancy services for Cavan, Dundalk, Cross border surface dressing and winter maintenance.</p>
		<p>Cavan Local Authorities are participating in a review of groups within adjoining Local Authorities to look at shared services.</p>
		<p>Cavan Local Authority participate in all relevant regional networks. This is encouraged and facilitated.</p>

<p>Staff Training</p>	<p>Yes</p>	<p>Cavan Local Authorities continue their commitment to provide effective training and development to all employees on an equal basis, as is reflected in the increase investment in this area.</p> <p>A structured approach is now embedded in the organisation A Training Plan is produced in response to training needs identified as part PMDS process, 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 ➤ Focus on improvement in Customer Care for all ➤ Development of Leadership Capacity at all levels in the organisation ➤ of staff ➤ 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
		<ul style="list-style-type: none"> ➤ Support Lifelong learning <p>Training delivered to staff will be evaluated to ensure it's effectiveness</p> <p>VOIP implementation training undertaken by IT staff.</p>

Open Recruitment			No open panels formed as yet.
Implementation of PMDS	Yes		PMDS has been rolled out in all sections in Cavan Local Authorities. In 2008, approximately 92% of staff have completed their PDP's to date.
Health & Safety Enhancement	Yes		<p>Continued adoption of new health and safety procedures and policies.</p> <p>Health & Safety Practices are continuously evolving and therefore we are developing new safe work practices.</p> <p>There is a cross sectional committee that deals with all Health & Safety Issues within the organisation.</p> <p>High priority continues to be given to Health & Safety Training as part of our Training Budget</p>
Equality			<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. We are currently waiting on the final report.</p>

Signed:



Peter Cosby

(Chairs) Partnership Committee

JJ2008PVGTIGCHECKLIST RETURNS / March 08-11 August 08/Complete