

LOCAL AUTHORITY PROGRESS REPORTS
(March 2008 Payment)

INDICATOR CHECKLIST	Verifiable progress since June 2007		Comments (if any)
	Yes	No	
Co-operation with ongoing change/modernisation	√		<p>We have had the full cooperation of staff on the following initiatives:</p> <ul style="list-style-type: none"> • Restructuring of a number Directorates across the organisation. • A full Business Process Improvement review of Planning Development Control (Planning, Engineering and Environment staff.) • New Fire and Building Control ICT systems • The introduction of a new Affordable and Part V housing system. • The introduction of a new Non Domestic Water metering / reading and billing system and the transfer of activities into our Contact Centre. • The rollout of our electronic planning reporting system (Engineering and Planning staff). • The introduction of a customer contact system in Northern Division. • The pilot stage of the CORE Time and Attendance system. • Introduction of the H.O.M.E. System for recording house repairs. • Achievement of Excellence Through Accessibility Award for the County Hall. The Liebert Building is being prepared to the same standard. • Accessibility audit of County Hall and the Council's website. First organisation in Ireland to get excellence award for accessible website. • The introduction of recruitment as a service in the contact centre (HR Staff).

<p>Staff flexibility in the light of changed business requirements/alterations in work procedures as necessary</p>	<p>√</p>		<ul style="list-style-type: none"> • Decentralised planning in West Cork – • Introduction of new system and change to scanning and electronic reporting on Planning files. • Liebert project has been managed and supervised by staff from County Hall where alternative temporary office space is being provided for 75 staff (PF) • In each function specific local service performance measurements are being developed with specific targets to improve service delivery (FS) • On Call Procedure committed to and in place for 365 day call outs for the County Hall building.(PF)
<p>Enhanced team working</p>	<p>√</p>		<ul style="list-style-type: none"> • Internal Control and Efficiency Committee is a cross department cross functional team that has been very effective in projects around efficiency with 5 Business Process improvement projects to date. • Large Projects such as Accessibility, Natural Ventilation, Liebert, Fire Certification have meant that many of the team have been dedicated to these projects while others have leant support to assist in covering their roles (PF) • Housing Construction Programme Team meetings with Housing / Architects / Property & Capital Housing staff. • West Cork Planning Team meetings with Water Services / Roads / Planning staff. • Darrara Model Rural Village Project cross functional team involving consultants and housing / roads / water services / architectural staff (FS)

Outsourcing	√		<ul style="list-style-type: none"> • IT Service Desk outsourced. • Use of an outside Debt Collection Agency on a pilot basis to collect long standing arrears. • Outsource legal work, for example, Part V conveyancing and acquisition of land under CPO. • Maintenance of Council's IT Networks. • Outsourcing of design of housing sites to Consultant Architects. • Will review feasibility of outsourcing all Maintenance contracts for the County Hall to a single supplier in 2008 (PF) • The collection and lodgement of monies from Landfill Site and some Civic Amenity Sites.
Redeployment of staff	√		<ul style="list-style-type: none"> • Restructuring of the organisation has resulted in the redeployment of staff across a range of Directorates. • New Central Billing Unit, dealing with non-domestic water accounts initially, set up with redeployment of staff to run it. • New staff structure agreed post library service review interviews. Staff currently taking up positions in new structure. (LC) • Redeployment of staff within the Western Division to a centralised finance function. • Redeployment of staff between the refuse crews and civic amenity sites. • Redeployment of clerical staff between Roads and Sanitary Offices as required, to cover for staff absences.
Enhanced attendance at work	√		<ul style="list-style-type: none"> • Pilot of Automated Time and Attendance System completed, with roll-out continuing in 2nd Directorate. • Quality recording and reporting is facilitating improved absenteeism management. (LC)
Introduction of new work practices	√		<ul style="list-style-type: none"> • Scanning in West Cork Planning. • Porters & Building Services Caretaker completing Accessibility checks on a daily basis. • Maintenance records and checklists will be recorded electronically from December (PF) • Safety Tours and Inspections carried out by Senior Management and the Health & Safety Section. • Full co-operation by staff with Business Process Improvements carried out or ongoing in Housing, Planning and Personnel.

Enhanced links with local community	√		<ul style="list-style-type: none"> • Completion of a Marine Strategy for the county in consultation with marine organisations and community groups. • Cobh-Great Island Clean Up Campaign. • Mallow Hub Project. • Dunmanway Integrated Strategy.
Provision of information required by Service Indicator process	√		<ul style="list-style-type: none"> • Cork Co Council has carried out analysis of its returns over the 3 years since the introduction of the Indicators in their current form. The report identifies trends and includes comparisons with other local authorities and across the Divisions. • New Organisational Development Directorate has been established which will be responsible for the Service Indicators. Will initiate action to deal with issues raised by the returns and will also seek to identify additional local indicators.
Industrial relations climate enhancement	√		<ul style="list-style-type: none"> • Cork County Council has had a stable industrial relations climate since the last report was submitted in April 2007. • Partnership continues across the Council at all levels. It is proposed to include the full-time Unions Reps at some of the Corporate Partnership Meetings next year. • IR and Partnership continue to work together, including progressing the PPP issues/decisions facing the Council.
Extended opening hours/enhanced customer service	√		<ul style="list-style-type: none"> • Extended opening hours at waste transfer stations and civic amenity sites (FS) • New tenant initiative in the Western Division – provision of allotment plots in Bantry (on a pilot basis).

Better use of IT	√	<p>The following new systems went live during the period :</p> <ul style="list-style-type: none"> • Part V and Affordable housing system. • Fire Building Control and Licensing Systems. • Planning Reporting System (PRES) • New Public accessible version of online planning inquiry. • Property Interest Register Version 2. • Customer Contact System for North Cork. • Sludge Register system completed for Environment Department. • Non Domestic Water Metering billing and receipting system now live. • Completed the pilot of the Time and Attendance system (CORE). • New HR and Payroll system selected. • Upgrade to Council's Wide Area Network (over 110 locations around the County) substantially complete. • Working smarter with email course begun. • Remote dial in to County Hall Building system in place. Maintenance records will be recorded and filed electronically from December • New Corporate Housing Rents System in West Cork.
Better service to marginalised groups	√	<ul style="list-style-type: none"> • Accessibility Audit has been conducted, County Hall and Liebert have been brought to 'best practise' standards, with building accessible features for County Hall promoted on our Website. CCC are receiving the first 'Excellence through Accessibility' award from (PF) • Housing Estate Management Units operational in all 3 Divisions. • Provision of smoke alarms for marginalised groups.

Expanded options for customer payments	√	<ul style="list-style-type: none"> • Non-Domestic Water Billing will be introducing the On-Line Payment option for customers during 2008 • The Council have been meeting with 2 companies, Paypoint and Payzone to examine the option of using retail outlets throughout the County for Refuse and Housing Rent Payments. As you know we currently use An Post. A decision on whether we go forward with this, which could entail going to Tender will be made in early 2008 • Receipt of payments from An Post by Electronic Funds Transfer (EFT)
Participation in e-procurement	√	<p>The following schemes are in place:</p> <ul style="list-style-type: none"> • LA Quotes • Stationery and IT Consumables Contract • Bulk Fuel Oils • Low Value Purchase Cards (there are 370 cards in use) • Deecal System which integrates Low Value Purchase Cards and the Financial Management System • Electronic Funds Transfer for suppliers, presently 61 % of suppliers are paid using this method.
Enhanced Website	√	<ul style="list-style-type: none"> • First organisation in Ireland to receive an Excellence award from the National Disability Association for our website and for our GIS based planning inquiry.
Examination of the potential for shared services as per recommendations or Review Group	√	<ul style="list-style-type: none"> • Currently examining option for sharing of services between our 3 divisions, by the ICE Committee.. • Currently examining shared service on Disaster Recovery and high availability with Cork City from an ICT perspective.

Staff Training	√		<ul style="list-style-type: none"> • Procurement of Training Provider to develop and deliver Disability, Equality & Diversity training programme. 42 programmes delivered and 1,100 staff trained to-date. • Training Needs Analysis conducted in specific areas, training identified, delivered and evaluated. • New Customer Care Training Programme delivered to over 100 staff. • 35 staff achieved ECDL. In-house Accredited ECDL Test Centre highly commended by external Auditor and achieved 100% compliance. • IT skills training provided to meet the needs of Outdoor Staff. • 160 staff received assistance in undertaking various Cert, Diploma, Degree, H.Dip & Masters Programmes • Occupational First Aid and Refresher First Aid Training provided to over 300 staff • IOSH certified Managing Safely for Construction Managers 4-day programme provided to 200 staff • 690 staff undertook training in new Procurement rules. • 2,350 staff undertook various programmes, through the Regional Training Centre, in the Non-National Roads area, CSCS & FETAC certified programmes. • Interviewee Skills training developed, delivered & evaluated for 300 staff. • Training provided for members of Interview Boards. • Legislative & policy-led training programmes delivered & evaluated to staff in the areas of Housing, Environment, Litter, Equality, Literacy Awareness, FOI, Stress Management, Retirement Planning. • KPI for Training exceeded National Target. • Over 1,200 staff trained in ICT related matters. • ICT staff training in Microsoft products such as MOSS 2007. • Working Smarter With E-Mail Course has begun, with staff from all Directorates and all grades attending together.
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Open Recruitment	√	<ul style="list-style-type: none"> Recruitment to specialist posts, e.g., Customer Contact Centre Operations Manager and Customer Contact Centre Supervisor completed. Ongoing open recruitment to I.T. posts. (LC)
Implementation of PMDS	√	<ul style="list-style-type: none"> All staff have attended Awareness Sessions. 308 teams exist across the organisation. Because of the restructuring which took place across the organisation in September 2007, PDPs have been deferred for some staff. By October 2007, 1,298 staff had participated in PDP conversations at least once. The Council has co-operated fully with the National Evaluation.
Health & Safety Enhancement	√	<ul style="list-style-type: none"> A Safety Induction Policy has been approved by Management Team. A Programme of Safety Awareness Days has been rolled out over 2006 and 2007; 1,997 staff have attended. A Safety Tour of Inspection for all work locations has been rolled out county wide. Improved consultation process during 2007, with a strengthening of the Safety Representative network. Have actively been involved in campaigning for training for new Fire Marshals, Fire Wardens, First Aid trained staff, Evacuation Stair Chair training although this is not within our remit. There has been some success in moving this forward. (PF) Safety is on the agenda of every management, staff and partnership meeting. The Health & Safety Sub-Committee has produced 13 procedural documents.
Equality	√	<ul style="list-style-type: none"> Approx. 875 staff members trained in Equality, Disability and Diversity Awareness Training and programme continuing. 28 staff members currently undertaking Certificate of Sign Language. Continued access to Family Friendly Initiatives and Policies for all Council staff.

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(Chairs) Partnership Committee