

LOCAL AUTHORITY PROGRESS REPORTS
(September 2008 Payment)

Name of Local Authority: **Cork County Council**

INDICATOR CHECKLIST	Verifiable progress since March 2008		Comments (if any)
	Yes	No	
Co-operation with ongoing change/modernisation	√		<ul style="list-style-type: none"> • The Organisational Development Directorate and the Organisational Efficiency Committee (OEC) on cross training and co-operation with change management including Business Process Improvement (BPI) training and change management training. • Embedding of re-structured Directorates across the organisation e.g. re-organisation of the South Cork Directorates which involved in excess of 900 staff. • New I.C.T. Systems including Team Sites to support revised Management structures, continuation of the HR Core System and Corporate Debtors (Rates). • New External Audit Committee established as part of the national control and modernisation agenda. A work programme has also been developed. • Roll-out of the H.O.M.E. System, for recording house repairs, to Area Engineers' Offices. • Introduction of new system and change to scanning and electronic reporting on Planning Files. It has now progressed to tender stage for Software Solution. • Continued co-operation in relation to Corporate Management Information Systems (M.I.S.). • A full BPI review of the Recruitment function has been completed. • Co-operation with full efficiency review of Waste Management and Operations in Cork County, facilitated through partnership across the 3 Divisions.
Staff flexibility in the light of changed business requirements/alterations in work procedures as necessary	√		

Enhanced team working	√		<ul style="list-style-type: none"> • OEC established • Organisational Partnership Committee established. Full-time Union Representatives attend 2 meetings a year.
Outsourcing	√		<ul style="list-style-type: none"> • Tender sought for maintenance of Wide Area Network (W.A.N.) equipment including telephony. • The external Debt Collection Agency is continuing its work in pursuing bad debts relating to refuse collection. • Continued outsourcing of design of housing sites to Consultant Architects. • Use of outside Auctioneers, Valuers, Engineers, Agronomists and Solicitors by the Property and Housing Capital Directorate. • Housing and plumbing repairs for South Cork. • Installation of Central Heating and Replacement of Windows & Doors in Housing Stock throughout the Western Division
Redeployment of staff	√		<ul style="list-style-type: none"> • Re-organisation of 2 South Cork Directorates involving in excess of 900 staff. • Re-deployment of staff within the West Cork Directorate to a Finance and Corporate Unit. This involved some staff being redeployed from Skibbereen to Clonakilty, as well as the reassignment of staff to the Refuse collection function.. • On-going assessment of Directorates, including a recent efficiency review of the South Cork waste administrative function. • A Planning BPI Implementation Team has been set up, comprising a Senior Planner, an SEO, an AO and an I.S. Project Leader.
Enhanced attendance at work	√		<ul style="list-style-type: none"> • Further roll-out of Time & Attendance, to Annabella (Mallow), North Cork HQ. • Embedding of reporting procedure on levels of absenteeism, by Directorate. • Comprehensive training manuals written by Project Team. • Co-operation of staff with a flu vaccination programme and a proposed health screening initiative, facilitated through partnership.

Introduction of new work practices	√		<ul style="list-style-type: none"> • Co-operation of supervisors and staff with Health and Safety legislation. • Implementation of BPI recommendations in Planning and Recruitment.
Enhanced links with local community	√		<ul style="list-style-type: none"> • Cork Harbour Integrated Strategy (Corepoint). • 21 Planning Clinics have been established across Cork County to facilitate meetings between the public and planners at an area level. • Cork Area Strategic Plan (CASP) update. • Implementation of Phase 1 of the Marine Strategy. • Proposal to commence strategies for West Cork Islands and Castletownbere (Integrated Strategy) • Implementation of the Tourism Strategy. • Implementation of Dunmanway Integrated Strategy.
Provision of information required by Service Indicator process	√		<ul style="list-style-type: none"> • Implementation Team has reviewed revised methodologies and systems are being examined to ensure that the information will be delivered in the appropriate format. • Cork County Council is one of the pilot sites to produce the methodology for the Energy Indicator. • Examination of the process to include input from the 9 Town Councils.
Industrial relations climate enhancement	√		<ul style="list-style-type: none"> • Partnership working groups in place to progress Curator issues and the introduction of PPP's. • On-going meetings between the Council and the Unions at County level. • Cork County Council has had a stable industrial relations climate since the last report was submitted in December, 2007.

<p>Extended opening hours/enhanced customer service</p>	<p>√</p>		<ul style="list-style-type: none"> • Expansion of the Customer Contact Centre to include Recruitment as a service. • Evaluation of the Planning function as a suitable service to include as part of the Customer Contact Centre. • The adaption of a 3 year roadmap for the introduction of services into the Customer Contact Centre has been agreed by Senior Management Team (SMT). • Review of Customer Charter and its application to front line services, by the OEC in conjunction with the Corporate Services, Community and Economic Development Directorate.
<p>Better use of IT</p>	<p>√</p>		<ul style="list-style-type: none"> • W.A.N. completed in 110 locations. • Commencement of testing of new HR and Payroll System. • Continued roll out of Working Smarter with E-mail training courses.
<p>Better service to marginalised groups</p>	<p>√</p>		<ul style="list-style-type: none"> • Health Impact Assessment at Ballydineen Halting Site has been completed and implementation group has now been set up with active participation by traveller residents. • Full implementation of new Housing Adaptation Grants (although a financial crisis is looming due to inadequate Govt. funding) including the Mobility Aids Scheme which provides a quick response to applicants and a streamlining of the processing of reports by Occupational Therapists to expedite applications under the DPG and HDG grant schemes. • Promotion of Group Water Supply Schemes and Waste Water Treatment Plants in the CLÁR area which is the disadvantaged area
<p>Expanded options for customer payments</p>	<p>√</p>		<ul style="list-style-type: none"> • Evaluation of on-line payment options for services. • As part of the new Corporate Debtors System, a software solution for online payments is being developed by iB Solutions.
<p>Participation in e-procurement</p>	<p>√</p>		<ul style="list-style-type: none"> • LA quotes. • Low Value Purchase Cards – 10,646 transaction with a total value of €998,522 in the first 6 months of 2008. • All tenders advertised online. • 68% of supplier payments made by EFT. • Composite Invoices for bulk oil requirement for Cork County Council.

Enhanced Website	√	<ul style="list-style-type: none"> • Evaluating the Council website from a service delivery perspective, between I.C.T. and Corporate Services Directorates to enhance customers' access to on-line services, especially in light of changed internal service delivery structures. • Full review and upgrade of Western Division Website to be completed during 2008. • Establish Website for Skibbereen Town Council.
Examination of the potential for shared services as per recommendations or Review Group	√	<ul style="list-style-type: none"> • Tender has been decided for shared service on Disaster Recovery and High Availability with Cork City Council from an I.C.T. perspective. • Shared services is on the OEC annual work programme and the SMT agenda. • I.C.T. have progressed some shared services within the Munster region, with shared procurement of encryption software and at a broader level 8 authorities on Cork County Councils Property Interest Register, 6 Councils on a combined Higher Education Grants System and 12 authorities on Cork County Councils GIS system for Planning. • Single procurement approach for housing refurbishments for Cork County Council and Town Council areas of operation.
Staff Training	√	<ul style="list-style-type: none"> • Training Strategy being prepared at present.
Open Recruitment	√	<ul style="list-style-type: none"> • A Training Needs Analysis will be produced following the second roll out of PMDS. • On-going open recruitment to I.T. posts. • Open recruitment to administrative posts due to commence for Staff Officer and Senior Staff Officer competition.
Implementation of PMDS	√	<ul style="list-style-type: none"> • Cork County Council SMT has developed a programme for PMDS for 2008 and 2009 across the organisation. • Further training and awareness sessions will be provided to all staff during 2008 and 2009.

Health & Safety Enhancement	√	<ul style="list-style-type: none"> • Following approval of a Safety Induction Policy by Management Team, a Safety Induction Training course was developed and a total of 200 staff members have completed the training course on commencement of employment with the Council. • Themed Safety Bulletins are being distributed on the internal email distribution list by the Safety Section covering relevant safety issues. A total of 32 bulletins have been issued to date. • Following the national launch of the Safe System at Work Plans (SSWPs), a training programme for Risk Assessment and SSWPs is currently being rolled out. A total of 176 staff has been trained to date. • A Programme of CSCS Signing, Lighting and Guarding at Roadworks Training is underway with a total of 166 staff trained to date. • The Safety Section is carrying out a programme of site audits and 82 site have been audited to date.
Equality	√	<ul style="list-style-type: none"> • 28 staff currently undertaking Sign Language Courses. • Procurement of Training Provider to develop and deliver Disability, Equality and Diversity training programme. 42 programmes delivered and 1,100 staff trained to date. • Cork county Council submitted 3.2% figure for employment of people with disabilities for period end 2007. • Diversity Management Team in place.

Signed: Katherine Scoble (Chairs) Partnership Committee

John Sargent