

DONEGAL LOCAL AUTHORITIES PROGRESS REPORTS
(March 2008 Payment)

INDICATOR CHECKLIST	Verifiable progress since June 2007		Comments (if any)
	Yes	No	
Co-operation with ongoing change/modernisation	Y		<ul style="list-style-type: none"> Annualised hours implemented Staff mobility policy agreed and implementation has commenced
Staff flexibility in the light of changed business requirements/ alterations in work procedures as necessary	Y		See above
Enhanced team working	Y		<ul style="list-style-type: none"> The introduction of new systems for the billing and collection of water charges is being achieved through effective cross-Directorate team working The work programmes of the County Partnership and Area Partnership Committees place significant emphasis on the development of enhanced team-working. This will build on the approaches already in place in each of our Public Service Centres for the provision of an integrated service to our customers
Outsourcing	Y		The introduction of a DBO system for the metering of all non-domestic water users is proceeding satisfactorily.
Redeployment of staff	Y		In line with the nationally agreed framework, discussions on the redeployment of Revenue Collectors are on-going and it is anticipated that this process will be concluded in the near future

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Enhanced attendance at work	Y		The implementation of the new HR system in 2008 will provide for the recording and reporting of attendance in respect of all staff. To complement this, an Attendance Management Policy has been drafted and will shortly be signed off by all of the stakeholders.
Introduction of new work practices	Y		A systematic approach to the review and enhancement of work processes is currently being undertaken in the HR Department. This approach will be rolled out to additional services in the coming months.
Enhanced links with local community	Y		The existence of the Public Service Centres means that DCC is uniquely well placed to develop enhanced links with local communities. Much of this work is spearheaded by the Community & Enterprise Directorate. Examples include the development of the Taobh Tire project, which enables library services to be provided in remote locations in partnership with local community groups.
Provision of information required by Service Indicator process	Y		Each of the Strategic Policy Committees has undertaken a review of performance. The 2006 report shows that DCC is performing particularly well in areas such as the provision of Planning services, while it also highlights areas where there is room for significant improvement.
Industrial relations climate enhancement	Y		Agreed IR machinery is used in all cases. No time has been lost through IR disputes.

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Extended opening hours/enhanced customer service	Y		<p>The provision of enhanced levels of customer service has been identified as a priority issue by the County Partnership Committee. The Committee has decided to prepare a work programme for 2008 which will include:</p> <ul style="list-style-type: none"> • Publication of a Customer Charter • Roll out of contact management systems • Implementation of a protocol on interaction with the elected members • Development of a customer complaints system <p>The partners have agreed to re-visit the question of extended opening hours in 2008.</p>
Better use of IT	Y		<p>Recent developments include:</p> <ul style="list-style-type: none"> • The electronic circulation of agendas and supporting documentation for Council and Electoral Area Committee meetings • Introduction of new systems to support the billing and collection of water charges • Procurement of a project management system to track progress on the implementation of the Corporate Plan / annual business plans • Donegal is piloting the implementation of an integrated HR, superannuation and payroll system.

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Better service to marginalised groups	Y		<ul style="list-style-type: none"> A Social Inclusion Unit is being established in Donegal County Council, to serve as the focal point for the provision of better services to marginalised groups. DCC is a lead partner in one of four national pilots to develop a more integrated approach to the provision of services to and for children
Expanded options for customer payments	Y		Arrangements are being put in place to enable rates and water charges to be paid online in 2008.
Participation in e-procurement	Y		<ul style="list-style-type: none"> The LA Quotes system is now being used to support the annual tendering process for plant and materials A Corporate Procurement Plan is in preparation. This will, inter alia, review options for enhanced electronic procurement.
Enhanced Website	Y		The range and quality of services provided through the website continues to be enhanced. Over the past 6 months, new websites for the Town Councils of Letterkenny, Bundoran and Buncrana have been developed and launched.

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Examination of the potential for shared services as per recommendations or Review Group	Y		<ul style="list-style-type: none"> • Implementation of new HR system will provide HRM for the Town Councils on a shared services basis • Options for the development of a shared services approach to superannuation on either a national or regional basis are currently being evaluated • Discussions on the development of service provision through the telephone channel on a multi-agency basis are on-going
Staff Training	Y		The roll-out of PMDS provides the opportunity to develop a more focussed approach to staff training. A Staff Training Programme for 2008 will be evaluated by the Partnership structures
Open Recruitment			Progress will be dependent on the agreement of national frameworks / guidelines
Implementation of PMDS	Y		95% of staff have now received awareness training. Progress on the implementation of Team Development Plans and Personal Development Plans is broadly in line with national trends as outlined in the recent report from Hay Management Consultants. Progress is regularly reviewed by the Senior Management Team and by the County Partnership Committee.
Health & Safety Enhancement	Y		Major progress achieved on the development and implementation of organisation-wide safety management systems

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Equality	Y		<ul style="list-style-type: none">• Disability audit to be completed by December 31• Draft implementation plan to be available early 2008• DCC is a lead partner in the EQUAL project

Signed: John G. McLaughlin 18 Dec 2007
(Chairs) Partnership Committee

[Signature] 19 Dec 2007