

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	X		The Co. Manager comments on this in his letter.
Staff flexibility in the light of changed business requirements/ alterations in work procedures as necessary	X		The Co. Manager comments on this in his letter.
Enhanced team working	X		There are several cross-departmental, cross-disciplinary teams established to deal with particular issues, one of which the Manager has described in his letter. He has placed particular emphasis in recent times on the members of the Management Team operating as a collective rather than as managers of their individual departments.
Outsourcing	X		In addition to the contracting/outsourcing arrangements that have been in place for many years, agreement was reached recently with staff on the outsourcing of the disposal of sludge from water treatment plants.
Redeployment of staff	X		There has been only one instance of redeployment involving limited restructuring in the Public Libraries Division.
Enhanced attendance at work		X	Indications are that the absenteeism rate for this year will be in or around the same as last year at roughly 4%.
Introduction of new work practices	X		The Manager comments on this matter in his letter

Enhanced links with local community	X		The Council has for many years through our Community Section and others developed an extensive network of links with the local community. Competitions such as the Cleaner Communities Awards and the Community Person of the Year Awards are major events which attract very wide participation and media coverage.
Provision of information required by Service Indicator process	X		All information required by the Service Indicator process is available.
Industrial relations climate enhancement	X		The industrial relations climate remains stable and no time has been lost to disputes
Extended opening hours/enhanced customer service	X		There has been no further extension of office opening hours during the past 6 months. However, all of the field research on compiling the Register of Electors was done out of normal office hours when people were more likely to be at home to answer queries. This should ensure greater accuracy than in the past. Also, the attendance of staff outside of normal office hours to meet various community organisations, etc. and to attend public meetings is a regular feature of work
Better use of IT	X		Use of IT continues to expand and develop. Three areas of particular focus at present are Customer Relationship Management, GIS and Project Management.

INDICATOR CHECKLIST (cont'd)	Verifiable progress since June 2007		Comments (if any)
	Yes	No	
Better service to marginalised groups	X		Team Fingal, as described in the Manager's letter and Cultural Diversity Training have been significant advances. Also last month the Friendly Call Service in which the Council plays a major role through provision of a premises was launched by the Minister of State with responsibility for Older People. The Implementation Plan arising from the accessibility audit has been completed
Expanded options for customer payments	X		Refuse charges can now be paid on-line
Participation in e-procurement	X		The Council continues to use e-procurement.
Enhanced Website	X		The Website has been completely re-designed in recent months in response to usage patterns.
Examination of the potential for shared services as per recommendations or Review Group	X		The Manager has commented on this in his letter
Staff Training	X		The Manager has commented on this in his letter
Open Recruitment		X	There has been no movement on this at local level pending decisions at national level
Implementation of PMDS	X		The Manager has commented on this in his letter
Health & Safety Enhancement	X		This Council continues to be Very active in the promotion of Health and Safety. For the 4 th consecutive year we were award-winners at the IOSH National Awards

Equality	X	The complete range of work/life balance schemes continues to be available to the staff, subject to the wider organisational requirements. For example, 71 staff availed of term-time this year.
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Signed:

(Chairs) Partnership Committee

12/12/07