

**LOCAL AUTHORITY PROGRESS REPORTS**  
(March 2008 Payment)

<b>INDICATOR CHECKLIST</b>	<b>Verifiable progress since June 2007</b>		<b>Comments (if any)</b>
	<b>Yes</b>	<b>No</b>	
Co-operation with ongoing change/modernisation	✓		<ul style="list-style-type: none"> <li>➤ Full co-operation with the emergency services and a change in work practices so as to deal with the challenges of the Cryptosporidium outbreak</li> <li>➤ Refuse Collection – change over to Pay by Weight has involved significant changes in work practices</li> <li>➤ Move to 24 hour cover – Waterworks Caretakers – changed from established 16 hour cover</li> <li>➤ Co-operation in moving to alternative office accommodation</li> </ul>
Staff flexibility in the light of changed business requirements/alterations in work procedures as necessary	✓		
Enhanced team working	✓		<ul style="list-style-type: none"> <li>➤ Evident throughout the Transportation &amp; Infrastructure Section:-               <ul style="list-style-type: none"> <li>- Leak Eradication Team</li> <li>- Demand Management of Water</li> <li>- Water Conservation</li> </ul> </li> <li>➤ Implementation of Pay by Weight involves enhanced team working</li> </ul>
Outsourcing	✓		<ul style="list-style-type: none"> <li>➤ Significant number of additional private houses purchased in 2007 - Private Contractor taken on to deal with additional workload of complete snagging on new houses</li> </ul>
Redeployment of staff	✓		<ul style="list-style-type: none"> <li>➤ Customer services project team are currently working on the amalgamation of three no. public counters into one customer services area.</li> <li>➤ Dedicated customer service public desk- phone system removed from reception</li> </ul>

Enhanced attendance at work	✓		<ul style="list-style-type: none"> <li>➤ Continuing to apply the Attendance Management Programme by promoting an attendance culture throughout the organisation through the use of an Occupational Health Specialist and enhanced staff welfare initiatives. This in turn ensures that the Council continues to meet the requirements in relation to the 3% target for absence through certified and uncertified sick leave</li> <li>➤ Project team being established for the implementation of the Core HR/Payroll/Superannuation Project which will assist in the management of time and attendance</li> </ul>
Introduction of new work practices	✓		<ul style="list-style-type: none"> <li>➤ Terryland Waterworks – 24 hour cover</li> <li>➤ Water Production Process – introduction of uv disinfection into process</li> <li>➤ Planning – new validation process—due to commence in January 2008</li> <li>➤ Refuse Collection – range of work practices implemented to facilitate Pay by Weight</li> <li>➤ Litter Management – Seasonal staff recruited on a Wednesday to Sunday working week to take account of additional requirements during the busy tourist season</li> </ul>

Enhanced links with local community	✓		<p>➤ Housing initiatives involving tenant liaison and estate management staff:-</p> <ul style="list-style-type: none"> <li>- Summer Camps in conjunction with resident's groups</li> <li>- Halloween Parties</li> <li>- Community Planting Initiative</li> <li>- Community festival to be held in Castlepark,</li> <li>- Community festivals held in Sli Burca and Fana Burca</li> <li>- Organising clean-ups in conjunction with the local residents</li> <li>- Na Blatha Crega – School Children, through competition, helped design railings around the Community Centre</li> <li>- Unit of accommodation leased to Residents Association for Community use, as there is no community building</li> <li>- Sli Burca childcare facility opened September in centre provided by Galway City Council</li> <li>- Application (3 no) for funding under RAPID for CCTV</li> </ul> <p>➤ On-going initiative with Tidy Towns and in particular Pride of Place</p> <p>➤ Sports Partnership – developing links with all sporting clubs</p> <p>➤ Remediation of the South Park site</p> <p>➤ Water Crisis – linked with community groups so as to provide bottled water to marginalised groups</p> <p>➤ SCCUL Enterprise Units – collaborating with the Credit Union for purpose of creating local employment</p> <p>➤ Distribution of Galway City Council Newsletter to each household in Galway City</p> <p>➤ Percent for Arts Projects – Project on display at the moment</p> <p>➤ Significant consultation with communities in the development of a Recreation &amp; Amenity Needs Study for the City – to be finalised by year end</p> <p>➤ Innovative approach with regard to opening of Hunters Park – Marquee, face painting</p> <p>➤ RAPID has commenced community consultations prioritising on 7 core themes</p>
Provision of information required by Service Indicator process	✓		<p>➤ All required information for the national indicators is being collated</p> <p>➤ Housing Maintenance – Procedure now in place in maintenance for recording when jobs are complete</p> <p>➤ Project team being established for the implementation of HR/Payroll/Superannuation Project</p>



Industrial relations climate enhancement	✓		<ul style="list-style-type: none"> <li>➤ Commencement of discussions with Unions with regard to Handling Significant Change Through Partnership – two meetings to date and work programme agreed</li> <li>➤ Continued maintenance of a stable industrial relations climate</li> </ul>
Extended opening hours/enhanced customer service	✓		<ul style="list-style-type: none"> <li>➤ Working towards 24 hour cover in the Water Works department</li> <li>➤ Seasonal arrangements in the Litter Management Unit covering weekends</li> <li>➤ Pre-validation at counter with full validation of planning application process within 24 hours (including site notice inspection) to commence in January 2008</li> <li>➤ Dedicated phone call reception centre</li> <li>➤ Provision of translation service in Housing (French &amp; Polish)</li> <li>➤ Introduction of On Line Payment Facility for Parking Fines and Refuse</li> <li>➤ Full co-operation by all staff with moving from office closure to provision of full services to our customers on Galway Race Days.</li> </ul>
Better use of IT	✓		<ul style="list-style-type: none"> <li>➤ Pay by Weight – Development of billing system</li> <li>➤ Planning application lodged, can now do boundary searches, enabling the identification of underground services</li> <li>➤ Planning On-line –view maps, plans, drawings by early 2008</li> <li>➤ Re-vamping the entire telephone system</li> <li>➤ Re-developing the GalwayCity.Biz website</li> <li>➤ Creation of a City Development Board website</li> <li>➤ Provision of aerial photography for GIS</li> <li>➤ Continued development of the CARD System</li> <li>➤ Enhancement of SCADA system in respect of water distribution network</li> <li>➤ Introduction of On Line Payment Facility for Parking Fines and Refuse</li> </ul>

<i><b>INDICATOR CHECKLIST</b></i> (cont'd)	<b>Verifiable progress since June 2007</b>		<b>Comments (if any)</b>
	<b>Yes</b>	<b>No</b>	
Better service to marginalised groups	✓		<p>➤ New service provision in Homelessness:-</p> <ul style="list-style-type: none"> <li>- Day Centre services for those who are homeless or at risk of becoming homeless (opened in May 2007). Services include hot meals, Addiction clinic, Community Mental Health Nurse, Chiropody, Housing Advisory services.</li> <li>- Winter Initiative for Rough Sleepers - night shelter for those who would otherwise be sleeping rough through the Winter months</li> </ul> <p>➤ Range of reduced charges for gym in Leisuriland for Old Age Pensioners, Unemployed and Students</p> <p>➤ Refurbishment of two Halting Sites and the creation of a new transient site for Travellers</p> <p>➤ Facilitating the provision of clothing banks in conjunction with REHAB</p> <p>➤ Implementation of the Disability Plan to be finalised by year end in association with Disability Groups</p> <p>➤ Provision of staff placements to persons with a disability in conjunction with Galway Supported Employment</p> <p>➤ Two residential units given over to Voluntary Bodies to manage people at risk of becoming homeless</p> <p>➤ Continued operation of the Refuse Waiver Scheme</p> <p>➤ Recruitment has commenced for a Social Inclusion Unit to be developed early in the new year</p> <p>➤ Provision of translation service in Housing (French &amp; Polish)</p> <p>➤ Delivery of 18 projects to receive RAPID/Dormant Accounts funding 07/08 – over €8million of funding has been designated to Galway City RAPID areas through a prioritisation process</p> <p>➤ Council continuing as convener for the Inter-Agency Group on the co-ordination of public services to the Traveller Community</p>

Expanded options for customer payments	✓		<p>Ongoing development of the following payment options:-</p> <ul style="list-style-type: none"> <li>➤ On-line</li> <li>➤ Direct Debit</li> <li>➤ Bill Pay</li> <li>➤ Can view invoices on line</li> </ul>
Participation in e-procurement	✓		<ul style="list-style-type: none"> <li>➤ Participating in the e-tenders website developed specifically for Local Authorities</li> <li>➤ Currently recruiting for a Procurement Officer</li> <li>➤ Number of staff trained for Procurement</li> </ul>
Enhanced Website	✓		<ul style="list-style-type: none"> <li>➤ GalwayCity.Biz</li> <li>➤ CDB Website</li> <li>➤ Aerial Photography - GIS</li> </ul>
Examination of the potential for shared services as per recommendations or Review Group	✓		<p>Current shared services:-</p> <ul style="list-style-type: none"> <li>➤ Fire Services</li> <li>➤ Library Services</li> <li>➤ Recruitment of some grades</li> <li>➤ Arts Strategy – joint initiative between the City and County</li> </ul> <p>The potential for a shared superannuation service is being examined at national level in conjunction with the Local Government Management Services Board</p>

Staff Training	✓		<p>The 2007 Training Programme was developed through the PMDS process and following are examples of specific training initiatives emanating from the PDP's:-</p> <ul style="list-style-type: none"> <li>➤ Workshops in GIS</li> <li>➤ IT training initiatives for IT staff</li> <li>➤ Particular procurement training provided through the Architects section</li> <li>➤ Homeless Forum – staff training provided</li> <li>➤ In house training for Housing staff provided in respect of each service in the Department-</li> <li>➤ Specific training on pitch maintenance</li> <li>➤ Specific training in Parks section – Horticulture training</li> <li>➤ Specific training for drivers of the refuse trucks with regard to operating the equipment for Pay by Weight</li> <li>➤ Participation in Management Development Training</li> </ul>
Open Recruitment		✓	<p>In addition Induction Training is provided to all new staff.</p> <ul style="list-style-type: none"> <li>➤ This is a national issue and is currently being examined in conjunction with the Local Government Management Services Board</li> </ul>
Implementation of PMDS	✓		<ul style="list-style-type: none"> <li>➤ Role has been developed for the Partnership Facilitator to monitor progress in the implementation of PMDS</li> </ul>
Health & Safety Enhancement	✓		<ul style="list-style-type: none"> <li>➤ New Safety Handbook distributed to each staff member in conjunction with a briefing session</li> <li>➤ Specific Health &amp; Safety training on-going</li> <li>➤ Risk assessment training for supervisors to be completed by year end</li> <li>➤ Upgrade of Sandy Road facilities</li> <li>➤ Issues being advanced through Safety Consultative Committees</li> </ul>

Equality	✓		<ul style="list-style-type: none"> <li>➤ Nominated for Chamber of Commerce Award for the Anti-Racism Strategy</li> <li>➤ The Workplace Partnership Committee, Management Team and the Equality Action Team have agreed a number of specific actions emanating from the Staff Review</li> <li>➤ Equality Action Team have updated and re-published Dignity at Work Policy and celebrated the European Year of Equal Opportunities for all.</li> </ul>
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Signed:  \_\_\_\_\_ (Chairs) Partnership Committee  
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