

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	√		<ul style="list-style-type: none"> ○ Health and Safety. ○ Service Delivery Re-organisation. ○ New IT Development – HR IT System.
Staff flexibility in the light of changed business requirements/ alterations in work procedures as necessary	√		<p>More flexible working arrangements for example:</p> <ul style="list-style-type: none"> ○ Electronic funds transfer for payments to staff. ○ Electronic councillor expenses payments. ○ Costing model for budgetary process. ○ On call arrangements. ○ Use of handheld technology.
Enhanced team working	√		<ul style="list-style-type: none"> ○ HR IT Project. ○ Traffic Fines Project. ○ Refuse Project.
Outsourcing	√		Full local co-operation with the procedural agreement on the use of contractors and with Public Private Partnership initiatives to date.
Redeployment of staff	√		<p>More flexible working arrangements.</p> <ul style="list-style-type: none"> ○ New office provision. ○ Staff transfers.

Enhanced attendance at work	√		<p>Progress with reducing absence levels.</p> <ul style="list-style-type: none"> ○ Carried out review of existing policies and procedures. ○ Produced best practice procedure manuals to be implemented in 2008. ○ Proofed existing procedures against available best practice procedures. ○ Monitoring of attendance and absence through Time & Attendance system and reports from each Department. ○ Contact with staff on long term sick leave where appropriate. ○ Significant initiatives within Tralee Town Council to reduce absence levels. Receiving full co-operation from staff.
Introduction of new work practices	√		<p>More flexible working arrangements.</p> <ul style="list-style-type: none"> ○ RAS. ○ Water Metering. ○ Health and Safety. ○ Risk Assessment. ○ Water Leak reporting.
Enhanced links with local community	√		<ul style="list-style-type: none"> ○ Community & Voluntary Forum. ○ Social Inclusion Measures. ○ RAPID Programme. ○ Disability Agenda. ○ Group Broadband Projects. ○ IT Projects and Training.
Provision of information required by Service Indicator process	√		<p>Full local co-operation with reporting requirements.</p>
Industrial relations climate enhancement	√		<p>Stable Industrial Relations Environment</p>
Extended opening hours/enhanced customer service	√		
Better use of IT	√		<p>Improvement in service delivery. Some specific examples outlined in narrative report.</p> <ul style="list-style-type: none"> ○ Support for Remote Working. ○ Webmail for Staff & Elected Representatives. ○ Blackberry Services.

<i>INDICATOR CHECKLIST</i> (cont'd)	Verifiable progress since June 2007		Comments (if any)
	Yes	No	
Better service to marginalised groups	√		<p>Improvement in service delivery.</p> <ul style="list-style-type: none"> ○ Traveller placement scheme with 3 young travellers placed during summer 2007. ○ Discussions with Braonainn Work Placements re placement scheme for persons with Intellectual Disability. ○ Customer Awareness training for Race Awareness and also for Gender Awareness issues. ○ Public consultation through the Community and Voluntary Forum and also at public meetings re Disability Implementation Plan. ○ Sign Language Training provided for front-line staff. ○ Disability Awareness Training provided for Elected Council Members and Senior Management of Town Councils. ○ Basic Training provided for key staff on producing accessible documentation. ○ Library newspaper On-line.
Expanded options for customer payments	√		<p>Improvement in service delivery. On-going expansion of payment options. The majority of housing tenants now utilise electronic payment options.</p> <ul style="list-style-type: none"> ○ On-line Traffic Fines Payments. ○ Self Service Phone Account checking for Refuse.
Participation in e-procurement	√		<p>Improvement in service delivery. This area was reported on in details in previous reports and presentations including Kerry County Council's lead role in significant developments such as</p> <ul style="list-style-type: none"> ○ LA Quotes. ○ ERFQ. ○ eTenders.

Enhanced Website	√		Improvement in service delivery in this area. A full review of the web site design and layout has been completed and will shortly be rolled out.
Examination of the potential for shared services as per recommendations or Review Group	√		See Narrative Report.
Staff Training	√		Ongoing improvement in training and development design and delivery linked to the Performance Management Development System.
Open Recruitment	√		Primarily a national issue but full local co-operation with impending initiatives and changes in this area.
Implementation of PMDS	√		Progress with the enhancement of the Performance Management Development System.
Health & Safety Enhancement	√		Progress with implementation of new regulations and code of practice.
Equality	√		<p>Progress with activity in this area.</p> <ul style="list-style-type: none"> ○ As part of European Year of Equality for All: <ul style="list-style-type: none"> Production of Training Brochure on Equality and Diversity KLA Bookmark and Calendar circulated to all serving and retired staff. ○ Delivered a Presentation at the Kerry Network for People with Disabilities Seminar.

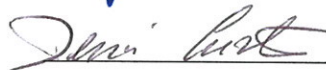
Signed:



J.D. FLYNN

(Chairs) Partnership Committee

MANAGEMENT REP / JOINT CHAIR.



D. CURTIN

EMPLOYEE REP / JOINT CHAIR