


LOCAL AUTHORITY PROGRESS REPORTS
(March 2008 Payment) 

	Verifiable progress since June 2007		Comments (if any)
	Yes	No	
INDICATOR CHECKLIST Co-operation with ongoing change/modernisation	X		<ul style="list-style-type: none"> • New Library Staff Teams shaped to meet changing customer needs. • Co-operation with provision of emergency control centre for other fire authorities for fire and non-fire services. • Co-operation with provision of Emergency Control Centre for Motorway Emergency phones for NRA and PPP contractors. • Community & Enterprise Department engaged in networking/ team working – both internally and externally to the organisation
Staff flexibility in the light of changed business requirements/ alterations in work procedures as necessary	X		<ul style="list-style-type: none"> • “During performance” Fire inspections for Discos, shopping centres and nursing homes outside normal working hours. Supervision of large outdoor events, such as Oxygen Festival outside normal hours. • Full interchangeability between Environment crew and Recycling depot operatives. • Introduction of “Home” housing system, with staff mobility within Department. • In light of all new schemes currently being delivered as part of extensive improvement programme, i.e. Treatment Plants, Trunk mains, reservoirs, etc., new ICT, engineering and specialist skills are being addressed.
Enhanced team working	X		<ul style="list-style-type: none"> • New C&E/Housing networking team established. New links with outside agencies and interagency groups formed, i.e. Kildare Traveller Interagency Steering Group and four subgroups for the implementation of the Kildare Traveller Interagency Steering Group Strategy. • Internal team work with Kildare’s Research & Statistics office • Team Working between litter wardens and environment crew in relation to litter/pollution incidents • Housing/Architects cross functional team on housing maintenance • Weekly Housing Management Team • Entering into discussions with Unions in relation to restructuring of waste water staff, i.e. 2-man crews • Structured liaison/meeting with Roads Area Offices re inspections between water services/roads activities, i.e. reinstatements, capital works, etc.

Outsourcing	X	<ul style="list-style-type: none"> • PP – DBO water service projects, - . Currently in progress. – Wellfield phase 1, and Sludge Handling facility. • Proposed Wellfields Phase 2, River Barrow Abstraction, and Waste Water Treatment Plants in Kildare Town, & Monasterevin. Consultation ongoing with SIPTU on River Barrow Abstraction. • Some Fire Safety Certification outsourced to Consultants. • Agreement on the outsourcing of Pay Parking enforcement extended to Leixlip and Celbridge during 2007 • Litter enforcement duties being carried out by private sector wardens on pilot basis in Newbridge since October. It is intended to extend this to all towns patrolled by private sector wardens in 2008 through consultation
Redeployment of staff	X	<ul style="list-style-type: none"> • Library Services – suppression of some existing posts to create new posts which better reflect changing needs demands. Redeployment of clerical officer team. • Rationalising of library service provision to small communities in partnership with private sector. • Full mobility and flexibility in Water services where required
Enhanced attendance at work	X	<ul style="list-style-type: none"> • TMS and Flexitime system implemented for administrative/professional staff. A small number of staff not yet co-operating with TMS.
Introduction of new work practices	X	<ul style="list-style-type: none"> • New Fire Service Incident Command System. at incidents. • Procurement process finalised for move to 2 x 2 waste collection (i.e. waste and recycling on alternate weeks). • Local County Tender book replaced with Local Authority Quotes system in October 2007. Staff co-operated fully with the training programme and implementation of the new system. • Incremental change to new work practices, and also significant stepped changes, e.g. refurbishment and allocation of vacant houses.
Enhanced links with local community	X	<ul style="list-style-type: none"> • Extensive improved links with the local community via the following projects <ul style="list-style-type: none"> ○ CDB Initiatives ○ Community & Enterprise Grant Schemes ○ Tidy Towns ○ Pride of Place ○ Comhairle Na N'Og • Community Fire Safety – schools project in hand and ongoing • Structured Linkage with new council tenants re environmental issues. • Green Schools initiative ongoing • Structured linkage with Tidy Towns Groups • Structured linkage with River Basin District Advisory Council • Richardstown Housing Project – new approach to establish early community links. • Ongoing actions to enhance links with local communities in targeted council estates. • Water Service meetings with local groups where required, and structured liaison with Area committees.

Provision of information required by Service Indicator process	X		Designated Staff in all sections to co-ordinate Service Indicators.
Industrial relations climate enhancement	X		<ul style="list-style-type: none"> • Partnership sub-groups established in 85% of departments. • Handling Significant Change Through Partnership Group established and two meeting held to date. • Regular scheduled meetings with unions.
Extended opening hours/enhanced customer service	X		<ul style="list-style-type: none"> • Central Fire Station opening hours extended to 8.00 a.m. -- 6.00 p.m. • Fire Service HELPTXT and ERIC provide information and assistance to the public 24/7 including traffic information on National Routes. Saturday opening of Local Studies Service. • Provide extended access to libraries for local groups outside of normal opening hours (290 additional opening hours provided in 2007) • Improvement in planning service by <ul style="list-style-type: none"> ○ increasing the number of preplanning meetings/clinics ○ Facilitating regular meetings with Public Representatives ○ Immediate validation of planning applications at the counter (500 approx since Sept 07) ○ I-Plan available online. • Voluntary 7 day 365 day on call for water service emergencies. • Consultation in progress with Trade Unions to facilitate lunch time opening in Kildare County Council by the 15th February, 2008.
Better use of IT	X		<ul style="list-style-type: none"> • KCC recognises the benefits of using ICT to introduce efficiencies into the work process while delivering better services to the public. The major initiatives in 2007 include increased use of scanning of documents to decrease the paperwork overhead, the introduction of an online travel and subsistence application for staff, the implementation of a number of GIS based applications particularly in the planning area, the introduction of an online digitiser to facilitate the sharing of digitised information between sections, the introduction of online payments to staff of mobile personal bills, the development of a number of small systems, for example, pollution control system for the Environment section and the introduction of PCs/terminals in the building to facilitate public enquiries and services. • New CCTV and Mobile camera system for litter enforcement. • Direct linkage with Land Registry to establish land ownership details in context of environmental enforcement. • New database for recording and monitoring pollution incidents. • Full co-operation with EPA re "LAMS" initiative • Introduction of new Quotes system to replace tender books for machinery and materials. • Increased used of telemetry in relation to mains water supplies and water metering. • Introduction of on-line Genealogical Database in November 2007.

Better service to marginalised groups	X	<p>Better services established and programmes of actions in place with marginalized groups who participate in the development of solutions to their problems as follows:</p> <ul style="list-style-type: none"> • Travellers • Lone Parents • Low Income Groups • Youth Groups • Homeless <p>Improved Library New Stock Acquisition Policy and procedures to reflect multi-cultural and access needs. Proportion of loans in these categories increased to 33% of total loans from January-September 2007.</p> <p>Arts in Health Team established with Health Service Executive.</p> <p>Free Refuse collection (including dry recyclables) maintained.</p> <p>Free use of Civic Amenity Sites for Registered Charities</p> <p>Free water connections to some charitable institutions and in cases of genuine hardship</p> <ul style="list-style-type: none"> • KCC received circa €1m in online payments with a quarter of this coming via Interactive Voice Recognition (IVR) over the telephone. KCC now offers refuse charges payments, sale of bin tags and sale of development / area plan publications over the web with plans to increase the number of online ePayments services in 2008. • Full Roll out of Tag a Bin system.
Expanded options for customer payments	X	<ul style="list-style-type: none"> • The main initiative in 2007 is the introduction of Electronic Funds Transfer (EFT) into the payment process. This was successfully piloted to facilitate electronic Travel and Subsistence payments to staff and is in the process of being rolled out to all staff and external suppliers.
Participation in e-procurement	X	<ul style="list-style-type: none"> • A new feature rich KCC website (http://www.kildare.gov.ie) was delivered in 2007 focusing on online service delivery, as well as the traditional content delivery. New features include online ePayments, online ePlanning with full GIS capability, enhanced content delivery, google search capability on the site and better navigation for public access to information. • Used for promoting affordable Housing and New Housing Grant schemes • Regional approach in Greater Dublin Area to water and wastewater services. Kildare County Council actively participates. Co-operation also with Town Councils. • Kildare County Council provides administrative support and office space – involving shared resources – with the Community Addiction Team and the Community & Voluntary Forum
Enhanced Website	X	<p>Ongoing co-operation with Urban authorities, i.e. Athy Civic Amenity Site & maintenance of Derelict Sites Register for Athy and Naas T.C.</p>
Examination of the potential for shared services as per recommendations of Review Group	X	<p>Ongoing co-operation with Urban authorities, i.e. Athy Civic Amenity Site & maintenance of Derelict Sites Register for Athy and Naas T.C.</p>

Staff Training	X		<p>J Programme to</p> <ul style="list-style-type: none"> Develop Management Skills at middle and Senior Management grades upskill outdoor workers provide literacy and numeracy training Health & Safety Training
Open Recruitment	X		<p>Formal Induction Programme implemented for all new employees.</p> <ul style="list-style-type: none"> Arts Specialists recruited through open competition (Grade V)
Implementation of PMDS	X		<ul style="list-style-type: none"> Implementation of PMDS completed across organisation. Training requirements identified through Personal Development Plans (PDP'S). Full PMDS review ongoing in all departments to be completed by end 2007.
Health & Safety Enhancement	X		<ul style="list-style-type: none"> Structured Training by Health & Safety Advisors ongoing. Detailed risk assessments in Water Services installations ongoing and prioritised. Co-operation with Meath and Wicklow in context of Risk Control Templates: Kildare/Roads, Meath/Water Services, Wicklow/Environment. Welfare facilities being provided with all new capital schemes.
Equality	X		<ul style="list-style-type: none"> Styleguide for accessible documents prepared and piloted in three departments. To be rolled out to all Departments 1st quarter 2008. Access Audits – implementation plan to be published by year end in consultation with local access groups. Compliance with target of 3% for employment of people with disabilities. Improvement in built environment – accessibility to public facilities such as Library entrances. Accessibility training delivered to a large number of staff.

Signed: Donnaie Gullen (Chairs) Partnership Committee

Michael O'Leary (Deputy Chairs)

15th Dec 2007