

LOCAL AUTHORITY PROGRESS REPORTS
(September 2008 Payment)

	Verifiable progress since March 2008		Comments
	Yes	No	
INDICATOR CHECKLIST			
Co-operation with ongoing change/modernisation	yes		<ul style="list-style-type: none"> ➤ Rosconnell Housing Development has integrated all features of housing provision options : social housing, affordable units, voluntary housing, low cost sites converted into additional housing. A single management contract signed for the apartment block management but also to cater for maintenance and management of all social housing units. Dedicated community development staff assigned to work with residents for the development and resolution of a range of community issues. ➤ Major revamp of outdoor staffing structures in relation to waste water services – including the gradual phasing out of general operative and caretaker grades and replacement with “two man crews”, i.e. highly skilled and trained plant operatives. Existing caretaker grades to be phased out. ➤ New dedicated street sweeping unit established in Eastern engineering area on a pilot basis – formerly carried out by Roads Dept. Based in Env. Depot at Sillioth Hill . six towns included in pilot scheme.
Staff flexibility in the light of changed business requirements/ alterations in work procedures as necessary	yes		<ul style="list-style-type: none"> ➤ A range of initiatives have been undertaken to enhance accessibility to affordable housing including advance sales and promotion of product through “private sector” style approach : ➤ Show apartment, full brochure and programme of advertisement, weekend working and showing of apartments and presentation of mortgage options

Enhanced team working	yes	<p>A. vacant houses. Streamlining arrangements for vacant house management through cross department team working. Impact has achieved reduction from 12 to 3 weeks turn around average time for re-letting.</p> <p>B. Rental Accommodation Scheme.. A special project team was set up for implementation of the scheme. This work is now being linked with the general housing service, increasing the integration of housing options provided to citizens.</p> <p>C. Complete revamp of environmental outdoor staffing structures – all staff to be located at Silliot Hill and to service: - operation of the Civic Amenity Site - Environmental Crew (2 teams) - Pilot street sweeping initiative (one team)</p> <p>D. Internal Planning Seniors Group weekly meeting to promote team working</p> <p>E. Cross departmental Seniors Team to examine issues such as Procurements, Legal Service provision, and provide policy documents.</p> <p>F. Following the recent launch of Kildare Co. Co.'s Economic Development Strategy, a working group is now established representative of the economic, business and education partners and consultations are taking place to examine potential strategies for economic development based on the County Development Board ethos of interagency collaboration</p> <p>G. Cross functional team between Finance, Information Technology and Corporate Affairs implementing a new procurement and management strategy for mobile phones (voice and data) in the county council.</p> <p>H. Use of Performance Management and Development process in the library & arts service to identify partnerships and opportunities to provide better more relevant services and reduce costs.</p>
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Outsourcing	Yes	<p>A. Improvements to existing housing stock – central heating, alarms, insulation. To deliver a very ambitious programme that will involve between 900 (central heating) to 1250 (alarms and insulation) council houses a number of steps were taken:</p> <ul style="list-style-type: none"> ➤ Cross departmental team established ➤ Outsource of work involved ➤ Project management control managed by council between council, tenants, contractors and consultant. <p>B. Parking Contractors now issuing litter fines in some of the towns, i.e. Kildare and Newbridge.</p> <p>C. Transfer of operation of swimming Pools to limited company - consultation ongoing</p>
Redeployment of staff	yes	<p>During the upgrading of Leixlip Treatment Plant, some staff to be redeployed to new maintenance duties in relevant engineering area.</p> <p>Closure of two library service points replaced by enhanced mobile library servicing. Redeployment of staff to extend history research services for the public.</p>
Enhanced attendance at work	yes	<ul style="list-style-type: none"> ➤ Week-end work by staff to show affordable housing units and assist applicants. ➤ Continued application of Work Share Scheme, Career breaks, term time, etc. to provide alternative work regimes that facilitate work/life balance.

Introduction of new work practices	yes		<ul style="list-style-type: none"> ❑ A full time Road Safety Officer appointed to promote road safety in the county. ❑ Co-operation with Joint Policing Committee to improve community development. Committee comprises representatives from the Police, Oireachtas, Councillors, Athy TC staff, the community wardens, local community and chamber of commerce. The committee has addresses issues such as anti-social behaviour, illegal dumping, cctv installation and traffic issues. ❑ Arts in Health Specialist appointed to provide programme of Arts for hospitals/homes.
Enhanced links with local community	yes		<ul style="list-style-type: none"> ➤ New single Cohesion company established in Kildare to promote greater co-operation between community groups, and ensure best value for money in project funding. ➤ "Itsyourtime.ie" website established to encourage more sustainable employment opportunities and reduce the time lost to travelling outside the county for employment. ➤ New town council website for Athy – www.athytowncouncil.ie ➤ Greater attendance by community groups at Area meetings ➤ Under the RAPID programme in Athy <ul style="list-style-type: none"> - Youth Café to open in July - Allotments Scheme involving a wide variety of groups, including Choices Mental Health Group, KARE, St. Vincent's Hospital, Age Action Athy and Disabled Access Group. ➤ Through Pride of Place Competition, supported by the local authorities. ➤ Support and funding for a number of groups specifically working in the Social Inclusion area, including Kildare Volunteer Bureau, Kildare Newbridge Interculturalism Today, the Curragh Family Resource Centre, and Kildare Community Education Partnership. ➤ Promotion of services of Athy TC at County Show, staffed by administration staff, community wardens and providing information to the public.

INDICATOR CHECKLIST	progress since March 2008	Comments	
Provision of information required by Service Indicator process	Yes		<ul style="list-style-type: none"> □ Council has adopted "HOME" as the computer system to host all data related to the housing function if appropriate. Full implementation and use of the system is envisaged for 2008, which will facilitate provision of information required by the Service Indicator process
Industrial relations climate enhancement	Yes		<ul style="list-style-type: none"> ➤ Major DBO Schemes agreed through Partnership process, in respect of the following water/wastewater projects: <ul style="list-style-type: none"> -Barrow Abstraction -Kildare Town Sewerage Treatment -Kildare wellfields ➤ Continued use of "Handling Significant Change through Partnership" meetings to identify issues that can be resolved through Partnership model ➤ Consultation ongoing in relation to restructuring of Revenue Collection function.
Extended opening hours/enhanced customer service	yes		<ul style="list-style-type: none"> ➤ Lunch hour opening of Civic Amenity Site ➤ Full service to customers at Aras Chill Dara during lunch hours ➤ In response to customer demand, Refuse Collection Service revamped and re-organised (26,000 customers), new contract to encompass '2 + 2' arrangements, i.e. domestic refuse and recycling on alternative weeks. ➤ Extended options for customer payments – current service now include refuse collections, bin tag purchases, publications – The County Development Plan and the Re use of Farm Buildings information Booklet and most recently Traffic Fines for selected towns. All services are offered with Interactive Voice Response (IVR) in English and Irish. ➤ Increased opening hours in Maynooth and Celbridge Libraries.

Better use of IT	yes		<ul style="list-style-type: none"> <input type="checkbox"/> Adoption of HOME as the host system for all housing information: (housing applicants, rent assessments, housing stock, housing maintenance, management of stock, implementation of vacant housing regime, housing transfers) facilitates maintenance and management of housing stock and ability to be more responsive to tenants and housing applicants. <input type="checkbox"/> Complete rollout of online Travel and Subsistence system to all staff in the council and subsequent payment from EFT. <input type="checkbox"/> Implementation of further online payment options, with traffic fines being available for online payment from July 7th. <input type="checkbox"/> Implementation of internal purchase order approval mechanism over the intranet. <input type="checkbox"/> Further implementation of Interactive Voice Response (IVR) automated payments solution (in dual language). <input type="checkbox"/> Development of a browser based Anti-Social Complaints System for Naas Town Council. <input type="checkbox"/> Full performance overhaul of main Agresso FMS resulting in significant improvement in response times for customers.
Better service to marginalised groups	Yes		<p>The housing community development team have re-organised their support services offered to council housing estates by categorising service levels into three grades. This focuses scarce resources through prioritisation, giving communities most at risk the highest levels of support.</p> <p>County Research & Statistics projects undertaken on Anti-Poverty Strategy, Lone Parents demographics through Kildare, providing information to enable best practice in service delivery</p> <p>Arts Programme in place for Naas Hospital patients</p> <p>Arts Programme also in place for people with Disabilities.</p> <p>Induction Loops on all public counters to assist people with hearing difficulties as well as customer care packs which include aids for people with visual impairment..</p> <p>Wheelchairs available for use by public to access our services.</p>
Expanded options for customer payments	Yes		<p>Facility for 24 hour payment of Parking Fines.</p>

Participation in e-procurement	Yes		Almost all staff are now paid Travel and Subsistence electronically. The final group will be moved in July 2008.
Enhanced Website	Yes		A process of continuous improvement is ongoing with regards to the local authority websites. The latest addition is the Athy Town Council site which has been mirrored on the county council site.
Examination of the potential for shared services as per recommendations or Review Group	Yes		<ul style="list-style-type: none"> ➤ NRDO office working on a regional basis with other local authorities in the upgrading and provision of new road networks. ➤ IT/HR/Finance services being provided by county council for Town councils, and county wide Equality Action Team, Access Team, Annual Report, Corporate Plan, Corporate Risk Management ➤ Co-operation from the Department of Education in the location of a community library in school building at Clogherinkoe NS, supported and stocked by the Library service with staffing provided by the School. ➤ Participation in the national project on integrated HR/Payroll/Superannuation IT system.
Staff Training	Yes		<p>Kildare hosted a national seminar on community services around social housing. A network and core steering group have been established towards development and involvement of a range of front line staff. The new initiative is geared towards developing best practice in working with communities under threat, and supporting staff operating in a stressful environment.</p> <p>Continued emphasis on Health and Safety Training, particularly SAFEPASS, Signing Lighting and Guarding, and Safe System of Work Plans. Promotion of Return to Learning.. Upskilling of outdoor grades. Delivery of middle and senior management training, including project management training to ensure skilled knowledge base available .</p> <p>Phone system. "Superusers" trained in each department to ensure most effective use and effective and efficient service to the public.</p>

Open Recruitment	yes		Council will implement national guidelines for next competitions at Grades V, VI and VII.
Implementation of PMDS	Yes		Implementation across county council and town councils. Reviews ongoing.
Health & Safety Enhancement	yes		Extension of two man crew teams in Wastewater to enhance health and safety aspect of work Implementation of Guidelines for the Management of Safety at Road Works.
Equality	yes		Cross departmental team established to work on project on "Race" in conjunction with the Equality Authority. Improvements in Built environment – new accessible library in Monasterevin. Mobile library accessible. Compliance with target of 3% for employment of people with disabilities. Further training organised on "style Guide", to make all forms (paper and electronic) accessible to the public.

Signed: Dominic Cullen (Chairs) Partnership Committee

