

LOCAL AUTHORITY PROGRESS REPORTS
(March 2008 Payment)

<i>INDICATOR CHECKLIST</i>	Verifiable progress since June 2007		Comments (if any)
	Yes	No	
Co-operation with ongoing change/modernisation	YES.		<ul style="list-style-type: none"> • Following consideration of the need to rationalise the Refuse Collection service of Kilkenny Borough Council it was agreed to deal with the matter through IR. Particulars of the proposals and nature of changes envisaged were forwarded to staff representatives. IR meetings were held but the matter concluded locally without agreement. The matter has been referred to a third party for resolution. • Proposals for Rationalisation of the Revenue Collection service commenced with a formal proposal made to Revenue Collectors followed by a number of IR meetings. The Councils final offer has been put to the Staff but was not accepted. The matter has been referred to a third party for resolution. • Feasibility Report on a programme to eliminate differences in payroll administration between both Authorities is being examined. This is a prelude to the possible sharing of services. • A proposal for a comprehensive restructuring of Kilkenny Borough Council is currently being progressed through Partnership. A full presentation was made to all staff affected on 5th November A Working Group has been set up to progress the matter.

<p>Staff flexibility in the light of changed business requirements/ alterations in work procedures as necessary</p>	<p>YES</p>		<ul style="list-style-type: none"> • Use of laptops & ICT by Sanitary services Supervisors to provide remote data. • Co-operation with new Water quality Monitoring system • Introduction of Project Control System (management tool) on Capital Projects • Systematic reporting by Water Service staff on financial performance • City and Environs Water Services including water conservation • Water metering project • Under the Fire Services Change Programme - <p><u>Community Fire Safety-Kilkenny</u> County Council undertook an awareness programme with all 4th class public in all National Schools in Kilkenny City & County in 2007. This awareness campaign will be repeated in 2008.</p> <p><u>Competency Based Approach An</u> application has been submitted by the Department for FEETAC Accreditation for Fire Fighters, Station Officers & Sub Officers. A decision is awaited.</p> <p><u>Risk Based Approach.</u> Fire personnel will in the future be required to map and record all incidents on GPS .Devices have been received and training is being rolled out at present to Station Officers who in turn will train remaining staff.</p>
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<p>Enhanced team working</p>	<p>YES</p>		<p>There is considerable evidence of enhanced team working in both Kilkenny County & Borough Councils,</p> <ul style="list-style-type: none"> • <u>Transfer of Sanitary Group</u> was established and it worked to progress the issue of the transfer of the Sanitary Service function from Kilkenny Borough Council to Kilkenny County Council.- The matter was moved to IR . • <u>A Water Metering</u> team has been put in place to deliver the Kilkenny Metering programme for non domestic customers. • A cross departmental team was established and it prepared a School Safety Programme of measures (pedestrian crossings, signage and markings for every national school in Kilkenny City & County) Programme prepared & Agreed. Phase 1 (year1 of a 3 year programme) is now being implemented. • <u>Road Safety Plan</u> drafted for SPC.(Team comprises Gardai, H.S.E, Fire Authority, Road Safety Authority, National Roads Authority, Dept of Transport & Kilkenny Local Authorities) • <u>Rapid Programme</u> funding for Kilkenny City. Community & Enterprise & Environment Department Team in place to develop policy, develop community involvement, deliver and maintain recreational areas in areas of City-projects include playgrounds, soccer pitches and multipurpose areas • <u>Cross Sectional Team comprising Water Services, Planning Finance & Environment</u> in place, Water Services Investment Plan produced, DOEHLG approval to funding sought & obtained and many schemes advanced through various stages • <u>A Disability group</u> has been established from the Barcelona Declaration, the group is made up of representatives from Kilkenny Local Authorities and Disability group representatives. This group is presently working towards the implementation of the implementation plan under the Disability Act. • <u>Environmental team</u> set up at management level-Kilkenny County Council & Borough Councils • <u>Cross Functional Facilitation Team</u> which delivers training & facilitation initiatives.
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<p>Outsourcing</p>	<p>YES</p>		<ul style="list-style-type: none"> • A Working Group to examine the matter of outsourcing of works for Contracts less than €50,000 was established. Matter examined - Protocol agreed by Partnership & by Management and is being implemented. • Management Options for the redevelopment of Scanlon Park Sports centre to include a new Swimming Pool are currently being evaluated. Private sector expressions of interest have been sought and a final decision on private-V- public operation by year end. Local consultations & discussions will be undertaken through the relevant partnership sub-committee prior to any final decision being made which will affect existing Swimming Pool & Scanlon Park's staffs terms & conditions • Joint Kilkenny County Council & Carlow County Council arrangement for the upgrade of Fenniscourt Water Supply Scheme underway-Scheme is commencing in November. (Cost is €88,000-shared 2:1). • Agreement with Waterford City Council regarding the provision of water to areas of South Kilkenny. • Serviced Land Initiatives being developed for 5 towns/villages .2 are at tendering stage and 3 will be advanced in 2008. Works will commence on all 5 in 2008.
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<p>Redeployment of staff</p>		<p>NO</p>	<ul style="list-style-type: none"> • Following consideration of the need to rationalise the Refuse Collection service of Kilkenny Borough Council it was agreed to deal with the matter through IR. Particulars of the proposals and nature of changes envisaged were forwarded to staff representatives. IR meetings were held but the matter concluded locally without agreement. The matter has been referred to a third party for resolution. • Proposals for Rationalisation of the Revenue Collection service commenced with a formal proposal made to Revenue Collectors followed by a number of IR meetings. The Councils final offer has not been accepted and the matter has been referred to a third part for a resolution. • A Partnership Sub-Committee involving management & staff was set up to consider proposals for the transfer of staff of Kilkenny Borough Council to Kilkenny County Council in conjunction with the transfer of the Sanitary service function. Matter taken out of Partnership and progressed through a number of IR meetings. The IR process concluded without agreement. The matter has been referred to a third party for resolution. • Staff were redeployed from Kilkenny Authorities to the N8/M8 & N9/M9 Inter urban route Teams
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<p>Enhanced attendance at work</p>	<p>YES</p>		<ul style="list-style-type: none"> • System for the recording attendance at work introduced for outdoor employees in Borough Council and all staff are using it. Consultations held with Union Officials on its extension to remaining Borough Council staff & all County Council staff. Further consultations to be arranged. Likely time frame for its introduction is April 2008. • The existing Kilkenny Local Authorities Absentee Management Welfare policy is being examined in the light of the nationally agreed Attendance Management Policy and a revised Kilkenny Local Authorities policy will be brought to Partnership for its information in January 2008. • Out of work hours are worked in many Departments necessitating in flexible working hours- Evening public consultations for Local area & Development Plans, Evening & Saturday Library hours, Saturday work to accommodate late entries to Register of Electors for the General Election, Responses to meet public needs as a result of water shortage in South Kilkenny, Evening & Saturday work by 30 fieldworkers in compiling Register of Electors, Road shows by Environmental Department staff for Car free Day & Iverk Show,
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Introduction of new work practices	YES		<ul style="list-style-type: none"> • Improvements in Business Process for Water Charging • New Procedures for Water & wastewater connections • Annual Fire safety promotion campaign by Fire service staff in all National Schools in the City & County
Enhanced links with local community	YES		<ul style="list-style-type: none"> • Information & Integration pack for non Nationals was launched. • Position paper being prepared on how Kilkenny responds to migrants • Both Local Authorities will be participating in Anti-Racism week in November & in Traveller Focus week in December. • Celebration of Work life balance day held in conjunction with Family friendly day in September 2007. • Kilkenny Local authorities pivotal in the Junior Achievement Programme where over 200 children benefited this year. • Links established with St John's playgroup to examine feasibility of providing an on site childcare facility with community involvement. • Stronger relationship with IFA resulting in a very successful Farm plastic collection scheme. • Green school visits on going.
Provision of information required by Service Indicator process		NO	<ul style="list-style-type: none"> • National Review Report awaited- Proposals will be developed with the Partnership Committee.

<p>Industrial relations climate enhancement</p>	<p>YES</p>		<ul style="list-style-type: none"> • Monthly Partnership Committee meetings on going. • Borough Partnership reconvened. • A number of Working Groups are in place dealing with significant issues as follows: the contracts working group, the PPP working group, staff security working group & sanitary services working group have all been formed to examine problems/problem areas. Matters are resolved through these groups where possible and where not possible matters are resolved through established industrial relations machinery. • A Kilkenny Borough Council restructuring working group has been established to progress restructuring proposals in Kilkenny Borough Council. • An explanatory memorandum on T16-its principals of organisational change, the PVG process and pay terms was agreed with Partnership and circulated to all staff. • Three LRC findings on <ul style="list-style-type: none"> (a) clinic days, compassionate leave and bank holidays, (b) averaging overtime for holiday purposes and (c) regular rostered overtime-pension remuneration are being implemented.
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<p>Extended opening hours/enhanced customer service</p>	<p>YES</p>		<ul style="list-style-type: none"> • Kilkenny announced as winners of the Academy of Urbanism Great Town Award which recognizes outstanding examples of good urbanism throughout Great Britain and Ireland. • Kilkenny4funding web-page –an information tool for all forms of public funding was further developed. • Group Planning Clinics provided on a pilot basis in Castlecomer Area Office-deemed to be successful-to be extended to Newrath Area Office. Green Tips campaign with its theme “easy ways to improve the Environment & save money) • An Emergency Call out & response System has been put in place on a goodwill basis. A Call out system for non fire emergency is also in place .The provision of an on call system in line with the National on call system will be jointly examined in 2008. • Extended opening hours for Motor Taxation office in place since June 07-Opening Hours are now 9.10am (as compared to 9.30am previously) until 4.00pm. • The role of the front customer service desk at County Hall was expanded to deal with work associated with Register of Electors at General Election time. • New protocol for receipt and determination of fire Safety Certificate applications was implemented from October 2007. • A campaign for a water conservation tips campaign will be undertaken in conjunction with the Kilkenny Metering project • All library branches now have extended opening hours. • Restructuring proposals in Kilkenny Borough Council being examined at present. • Traffic and road safety public service bulletins launched in local radio medium launched in Jan 07 and continued .
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<p>Better use of IT</p>	<p>YES</p>		<ul style="list-style-type: none"> • A new interactive online mapping service providing customer and location focused options was provided. • Job Application forms and information on competitions have been made available on our website. • The acceptance of job applications on line is being investigated • GIS –Interactive Mapping Application available on line • GIS - Internal GIS system being updated to offer better facilities to staff and to allow for better sharing of information which will add value to decision making and improve communication • Inter-active Mapping system in place- 8605 visits in period 01/01/07 to 30/09/07. • GIS - Internal GIS system being updated. Staff being trained in it at present. • Library – PC Reservation system to be installed in November to manage the use of public browsing PCs in the larger library branches. Library Online Kids Catalogue – installed and in use. • The Scanning of planning files is well advanced. 2005 will be completed by end Dec 2007. On line availability planned for 2008 when sufficient number of files are scanned. • Thomastown Metropolitan Area Network – project underway. • Health & Safety – assessments on shared web application-Road Works Management System & Contractor Assessment are on a shared System for use by relevant staff.
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INDICATOR CHECKLIST (cont'd)	Verifiable progress since June 2007		Comments (if any)
	Yes	No	
Better service to marginalised groups	YES		<ul style="list-style-type: none"> • Pilot Homeless Action Team set up in June 2007; Contract for Tenancy Sustainment awarded to FOCUS Ireland in May 2007 Initiative will assist up to 30 client's p.a. • Access Team meets regularly and will be instrumental in implementing the requirements of the Disability Act.-Workshop held recently • The Accessibility & other issues Audits will address this issue and will inform the decision whether to employ an Access Officer in a full time or part time capacity. The Audits will also inform the work programme for a number of years. • Audio books and display unit acquired into stock. Transit wheelchair acquired for Graiguenamanagh Library, Signage provided at Loughboy Library, Tenders being sought for access works-ramps etc. • Manual on interacting with people with disabilities produced for all Staff. • Computer training for the visually impaired being given at Loughboy Library-a joint Visually Impaired Computer Society/Local Authority initiative. • Achieved awards in 2 categories.- • Phase II of the Riverside Walk Kilkenny City has been developed • A new Playing pitch has been provided in Bishop Birch Place. • Family resource and childcare facility at Ferrybank- Ongoing Interagency/Inter community forum in place. Funding secured from various sources-facility under construction. • Play Policy and plan complete –launched in October 2007. • A full review of the Recreational Needs Fund took place-New scheme devised-being implemented.

Expanded options for customer payments	YES		<ul style="list-style-type: none"> • E-Payment of expenses – In use in both Borough and County Council • The use of Low Value Purchase Cards has reached its maximum usage with 150 cardholders for circa €2m of annual purchase value- administrative workload and admin error greatly reduced. • Payment via the Web in use for Housing Loans, Housing Rents, Traffic Fines, Fire Charges and Water Charges-1182 Customers used it in period January to September 2007. • E-Payments via the Phone (IVR) in use for Traffic Fines and Housing Loans-346 Customers used it in period January to September 2007.
Participation in e-procurement	YES		<ul style="list-style-type: none"> • Kilkenny County Council accepted quotations through the LA quotes system. The system is now fully functional in Kilkenny County Council. • All Construction & Supplies contracts are now advertised on the nationally available E Tender website where all tender documentation is available to download
Enhanced Website	YES		<ul style="list-style-type: none"> • A substantial re-design & upgrade of the Kilkenny local authority's website (www.kilkennycoco.ie) took place in 2006. Since then the content is updated regularly. • Currently a hotel booking facility is being added to the Kilkenny tourism site. • In the past 12 months to 2nd November 1,236,380 pages of the Kilkenny County Council website were viewed by members of the public. • Of these total 2,074 Irish pages were viewed. • The Library web page has received 13,331 visits in the period 01/01/2007 to 30/09/2007.

<p>Examination of the potential for shared services as per recommendations or Review Group.</p>	<p>YES</p>		<ul style="list-style-type: none"> • The CORE integrated HR Payroll & Superannuation System has been purchased nationally and is being implemented across most Local Authorities. Kilkenny County Council is due to receive it in January/February 2009. • CAMP is in place.-A low call emergency number is also in place. • The Planning service for Kilkenny City and its Environs is now being provided on a more coordinated basis between both planning authorities. • ARTSLINK -a professional development service for creative practitioners of all disciplines is in place-Being led & funded by 5 Authorities –Director appointed. website-www.artslink.ie • A sustainable energy forum has been established and is examining a co-ordinated approach to alternative energy. • In addition to the already numerous shared services between both Authorities in the areas of Finance, Housing, Environment. HR, IT, Water Safety ,Arts & Planning the potential to provide shared services in Parks & Amenity, Revenue Collection & Environment are being examined. • Staff participated in Regional training programme for Partnership representatives and shop stewards. • The opportunity for Kilkenny Borough Council, as part of restructuring, to take responsibility for grass and other environmental works in the Environs of Kilkenny City will be examined in 2008.
<p>Staff Training</p>	<p>YES</p>		<ul style="list-style-type: none"> • Training Programme now derived from Personal Development Plans, Health & Safety training plans & other need separately identified: • The annual training programme for staff runs from January to December. • A total of 185 training courses, conferences, seminars (internally and externally) were arranged since January resulting in 226 training days with 1033 staff on these courses. (Some staff attended more than one course). • Ongoing participation in the Return to Learning initiative.

Open Recruitment	YES		<ul style="list-style-type: none"> • Kilkenny Local Authorities participated in national working group to consider implementation of new open recruitment requirement. • Department Circular Ref LG (P) 14/2007 on open recruitment issued in December and applies from 01/01/2007. Kilkenny Local Authorities will give effect to its provisions
Implementation of PMDS	YES		<ul style="list-style-type: none"> • With the exception of where PMDS was deferred pending restructuring, or on Project work pending completion, there are 9 staff who have to undertake a PDP. • Capacity Building & support training given to all supervisors • .In addition guidelines on Team Development Plan reviews and on the Performance Management Cycle issued to all staff. • National review recently published and its recommendations will be implemented over the coming months.

<p>Health & Safety Enhancement</p>	<p>YES</p>	<ul style="list-style-type: none"> • A new H&S management committee was established in May '07. The Kilkenny Borough Council Health & Safety Committee was reconvened. • Health & Safety Officer visited all Road Crews as part of the programme of awareness. • 326 employees received H&S training in 2007. • Safety Statement for Road Safety & Health awareness was prepared & 100 staff given relevant training. • An Article entitled "mind your ear" was published in the Partnership magazine. • Safety week-Musculoskeletal disorders ran from 22nd -26th Oct • Safety Statement & Health Awareness produced-Including the Roads Ancillary Safety Statement, The Employee Safety Handbook, and The Safety & Health Training Plan & Accident/First Aid/Inoculation & PPE Policy & Procedures. • Road Works Safety Management System has been put in place for use by all relevant staff. • 19 Monitoring/Audit reports were completed and these related to over 100 risk assessments or safety statements • Health & Safety is part of every Departments responsibility and is part of every work project. • Interactive competency assessment tool is in place • 15 policies were produced or updated. • A Health Screening Programme was undertaken for staff in September & October 2007. • Manuals in respect of the Fire Service have been produced
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Equality	YES	<ul style="list-style-type: none"> • Inter-agency project- an information pack was produced and launched in February – produced in several languages: Russian, Czech, Polish and English. Also available on website and offices, shops, community centres around the county • Report on women at senior levels in Kilkenny Local Authorities prepared and recommendations made. Recommendations being considered by Senior Management. • The recruitment to CO & GO grades of members of the travelling community is being examined. • A Staff survey on the effectiveness of Work-Life balance programmes was undertaken.- results being examined. • Presentation on Equality Team made to Partnership. • Dignity at Work Policy and Equality & Diversity Management Policy training has been given to 48 staff this year to date.280 staff have received the training in total. Further training days are organised for remainder of year.
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Signed:

(Chairs) Partnership Committee
