

LOCAL AUTHORITY PROGRESS REPORTS
(September 2008 Payment)

Name of Local Authority: **Kilkenny Local Authorities**
(Kilkenny County & Borough Councils.)

<i>INDICATOR CHECKLIST</i>	Verifiable progress since March 2008		Comments
	Yes	No	
Co-operation with ongoing change/modernisation	YES.		<ul style="list-style-type: none"> • The Refuse Collection service of Kilkenny Borough Council was rationalised with the assistance of the Labour Relations Commission • The Revenue Collection service was rationalised following extensive discussions. • A proposal for a comprehensive restructuring of Kilkenny Borough Council is currently being progressed through Partnership and significant progress has been made. • The Water Services function was transferred from Kilkenny Borough Council to Kilkenny County Council and various issues were resolved with the assistance of the Labour Relations Commission. Changes have been implemented on the ground in work practices.

<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"> • Pilot progressing well for connecting outdoor staff. Caretakers and Supervisors to be issued with new email enabled phones by end June to improve communications • New water quality monitoring system being implemented and information being systematically sent to caretakers • WebPCS in place and being used for financial claims to DoE • New financial management system in place for revenue budget where quarterly reporting and follow up meetings in place • Redeployed Former Revenue Collectors have been assigned to and taken up Housing, Finance and Register of Elector duties. • Redeployed Refuse collectors have been assigned to and taken up other duties.
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Enhanced team working	YES		<ul style="list-style-type: none"> • There is considerable evidence of enhanced team working - • Water Metering team operating to implement the metering project in conjunction with contractor while liaising with the water charging team to implement associated changes in the water charging programme in line with water pricing policy • Water Quality Monitoring team working well in context of Water Quality Liason Group meetings with HSE to deliver clean wholesome water. • Further Progress is being made by the Disability Group established from the Barcelona Declaration. Progress made during the current period is detailed elsewhere in this document. • <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 multipurposes • Cross Sectional Team comprising Water Services, Planning Finance & Environment in place, Water Services Investment Plan produced, DOEHLG approval to funding sought & obtained and many schemes advanced through various stages
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Outsourcing	YES		<ul style="list-style-type: none"> • Agreement has been reached on service and profitability grounds that the Scanlon Park Sports Centre will be operated under a Limited Public Company. Interviews for Facility Manager are taking place. • A working group to examine potential PPP's has been established under the Partnership process. Dr. Eoin Reeves of the University of Limerick has been engaged to assist this group. A meeting between the group, Dr. Reeves and various consultants is taking place in July 2008. . • 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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Redeployment of staff	YES		<ul style="list-style-type: none"> • Manning levels on the Kerbside Collection services being provided by Kilkenny Borough Council were reduced and staff deployed to other areas. • The Revenue Collection service of both Kilkenny County & Borough Councils was rationalised and staff were deployed to other areas. • Staff transferred from Kilkenny Borough Council to Kilkenny County Council as part of the transfer of the Water Services function. • Staff were redeployed from Kilkenny Authorities to the N8/M8 & N9/M9 Inter urban route Teams
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Enhanced attendance at work	YES		<ul style="list-style-type: none"> • Extensive consultations held with staff on the introduction of a system to record attendance at work. Matter considered by Partnership. Decision as to type of system will be made following further consultation with Partnership. • 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 in the current period for its information .Policy will then be implemented. • Out of work hours are worked in many Departments necessitating in flexible working hours- Evening public consultations for Local Area & Development Plans, Major Road/Transportation Proposals Evening & Saturday Library hours, Saturday work to accommodate late entries to Register of Electors for the Lisbon Treaty Referendum, Evening & Saturday work by 30 fieldworkers in compiling Register of Electors
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

Enhanced links with local community	YES		<ul style="list-style-type: none"> • Award given to Kilkenny County Council in April 2008 by Junior Achievement Ireland recognising our commitment in supporting its mission to inspire and motivate young people to realise their potential in education, developing self worth and understanding the role of business in the community. • Following extensive consultation through the relevant SPC ,Kilkenny County Rural Design Guidelines were agreed in June 2008. These guidelines should be of great assistance to applicants at pre planning stage • Partnership approach with community in undertaking a sports, community and arts facility audit.
Provision of information required by Service Indicator process			<ul style="list-style-type: none"> • National Review Report awaited- Proposals will be developed with the Partnership Committee.

Industrial relations climate enhancement	YES		<ul style="list-style-type: none"> • SIPTU withdrew from Partnership in March 2008 citing a number of IR issues and other matters as reasons- contacts made to request that it returns to Partnership • Working Groups are in place dealing with significant issues- the PPP working group, staff security working group. • Borough Council restructuring working group progressed restructuring proposals in Kilkenny Borough Council and restructuring agreed in principal by Partnership • Information leaflet clarifying the Handling Significant Change through Partnership policy and the agreement on information and consultation arrangements within the local authority sector to be circulated to all staff in August 2008. • The services of the Labour Relations Commission were availed of by Management & Staff for three days to resolve 11 IR issues. Other third parties have also been availed of. • Both Management & staff continue to engage on an ongoing basis on IR issues.
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<p>Extended opening hours/enhanced customer service</p>	<p>YES</p>		<ul style="list-style-type: none"> • Atypical working arrangements increasingly required in water services area regarding out of hours service provision – O&M facilities management, water quality monitoring and testing etc • Our public opening hours have been extended to their maximum. • Saturday opening hours to accommodate late entries to Register of Electors for the Lisbon Treaty referendum. • Extension of Preplanning clinics.
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Better use of IT	YES	<ul style="list-style-type: none"> • Developing added value solutions such as online GIS information and service options- registering for information updates, online querying of water quality data etc • Exercise to geocode assets and water quality sample results. • Use of email enabled phones for customer query responses by caretakers and water quality notifications • Re-engineered water quality monitoring administration through acceptance of soft copy format data from external contract laboratories • Plan to have an online service to water charges customers where they will be able to view their account details and water consumption records. • Continued public involvement with our Inter active mapping service -4061 visits in 4 months to 30th April 20 • On going back scanning of planning files • New Diamond System installed-integrated management information and GIS system on Fire Certs, licenses and water mains & hydrants.
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Better service to marginalised groups	YES		<ul style="list-style-type: none"> • Access Team meets regularly and will be instrumental in implementing the requirements of the Disability Act.-Workshop held recently-presentation to Council • 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. • Position of full time access officer has been advertised. Interim arrangements in place with designated officers available to take queries as they arise • Mystery shopper exercise carried out May 2008.Results being examined for implementation. • Disability training underway for all staff • Specialised training being provided as required. • Policy Documents being Disability proofed • Reasonable Accommodation Policy for staff being developed. • Work of Disability Group presented to Elected Members and advertised in local media. • Assignment and prioritisation of support and development work with Travellers in St. Catherine's Halting Site • Development of an Interagency Steering group for the reception and integration of the UNHCR Resettlement Programme Refugees from South Sudan
Expanded options for customer payments			<ul style="list-style-type: none"> • E-payment of expenses is in full use in both Borough & County Council • Low Value Purchase Cards has reached its maximum usage (same as before) • Direct Debit payment facility now available to customers for Loans, Water & Rates customers

Participation in e-procurement	YES		<ul style="list-style-type: none"> • The LA Quotes system continues to be used. • The matter of various forms of e procurement will be examined following the completion of our Corporate Procurement Strategy.
Enhanced Website	YES		<ul style="list-style-type: none"> • Planning WIKI –Collaboration on the Callan Local Area Plan launched. • On going development of website. • Electronic Forms facility being developed. • 1.2m pages of our website viewed in past 12 months.

<p>Examination of the potential for shared services as per recommendations or Review Group</p>	<p>YES</p>	<ul style="list-style-type: none"> • Both Kilkenny County & Borough Councils are advancing Shared Services on a cost neutral basis as follows: <ul style="list-style-type: none"> <u>Planning Service</u>: Forward planning for Kilkenny City and Environs has been delivered for some years on a combined basis through the adoption of the Kilkenny City and Environs Development Plans. Likewise a number of Local Area Plans for the City and Environs have been developed and adopted on a joint basis. Consistency at management level has been achieved through the appointment of a Director of Service with overall responsibility for the City and Environs. At an operational level the Borough Council planner has also been assigned responsibility for the Environs. Arrangements are currently underway to develop a combined planning service for the City and Environs based in the Town Hall. • <u>Housing Service</u>: a “One Stop Shop” for all housing services is to be provided in new offices being leased for this purpose. The housing functions of both local authorities will move to these new premises. This initiative will ensure that a comprehensive service is available to the people of the City and County on all aspects of social and affordable housing in addition to the development of the Rental Accommodation Scheme. • <u>Finance</u>: the finance function of both local authorities will shortly be centralised in County Hall. A shared service centre for the financial function will deliver a more professional and cost efficient service allowing the creation and development of expertise across the financial functions of local government in the City and County.
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<p>Examination of the potential for shared services as per recommendations or Review Group- (continued)</p>	<p>YES</p>	<p><u>Environment, Parks and Roads:</u> arrangements are at an advanced stage to deliver a combined service under these three service areas for the City and Environs. These will be based in the Town Hall and will ensure a consistently high standard of service for the expanded geographical area. Already Kilkenny Borough Council, as part of restructuring, has taken responsibility for grass and other environmental works in the Environs of Kilkenny City .</p> <ul style="list-style-type: none"> • Both Authorities have formally agreed to advance the proposal to provides new Library Offices at County Hall John St together with decentralised Government Offices • Both Authorities have agreed – subject to approval of An Bord Pleanala the Central Access Scheme for Kilkenny Ciity-This transportation and pedestrian scheme is considered pivotal to the continues economic and social development of Kilkenny City Centre.
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Staff Training	YES	AD-	<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 41 non health & safety training courses, conferences, seminars (internally and externally) were arranged since March resulting in 52 training days with 130 staff on these courses. (Some staff attended more than one course). • Ongoing participation in the Return to Learning initiative. • Further promotion of the RTL scheme and the LANPAG Adult Education Scheme initiative to take place from July – September 2008. • All Staff are receiving Disability Awareness training.
Open Recruitment	YES		<ul style="list-style-type: none"> • Panels in place for Administrative Officer-both Common Recruitment Pool & Open Pool. • Panels being established for Staff Officer Posts. • Senior Staff Officer Posts will also be subject to the Open Recruitment Policy later this year..

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, all staff undertook a PDP • A survey of Team Development Plans indicates that the process is well established in most work areas but requires strengthening in others. The need for the preparation of Team Development Plans linked into the Operational Plans will be reinforced through a number of measures over the coming months. • The recommendations of the recently published National Review are being implemented
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Health & Safety
Enhancement

YES

- Joint Consultative Safety Committee met twice to date
- Safety Management Committee met twice to date
- H&S Annual Report 2007 & Plan 2008 approved & to be circulated
- Construction Project – H&S Requirement Step by Step Guide approved & circulated
- H&S Competency Questionnaire Projects <€50K/ small-scale approved & circulated
- Managing Violence & Aggression literature approved & ready for print & circulation
- South Eastern Regional Advisory Committee
 - Managing Occupational Health – Guidelines sent to HSA for National Guidance development
- Departmental Awareness Sessions to be held for: Water Services, Landfill
- Ancillary Safety Statement Template development
- Update of Ancillary Safety Statements:
Roads & Water Services
- Water Services H&S Committee set - up
- Roof work Risk Assessments
- Site Specific Safety Statement Template development
 - Update/development of Site Specific Safety Statements:
 - Area Offices
 - Arts
 - Libraries
 - Heritage
 - Swimming Pool
 - Housing workshop
- Training Matrixes –
 - Roads
 - KBC
 - Water Services
- Training
 - CSCS Signing, lighting & guarding train the trainer
 - Confined Spaces Training
 - Manual Handling Training
 - Fire Extinguisher Training
 - Asbestos Training
 - Student Induction Training
- Roadworks SMS update
- Chapter 8 Consultative Committee set - up
- Event Safety
 - Homecoming planning
 - LASAG Sub – Committee
 - Event Safety Guidelines production
- Radon re-monitoring and analysis
- PPE programme roll out
- HSA Inspection requirements
- Safety data sheet database

Equality	YES		<ul style="list-style-type: none"> • Report on women at senior levels in Kilkenny Local Authorities prepared and recommendations made. Management approval obtained to initiate women's caucus with a view to promoting the advancement of female staff within the organisation. ○ Equality and Disability Awareness training provided to staff ○ Focus continued on Disability issues with the finalisation of the Disability Implementation Plan, allocation of grant funding for access improvements, Management approval to appoint full time Access Officer. ○ Participation in regional preparation of multi-lingual information booklet for prospective housing tenants. ○ Census on Disability status of staff ○ Preparation of revised Dignity at Work Policy
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Signed:

Seamus Rogers

(Chairs) Partnership Committee

Phil O'Neill