

**LOCAL AUTHORITY PROGRESS REPORTS**  
(March 2008 Payment)

Leitrim County Council

INDICATOR CHECKLIST	Verifiable progress since June 2007		Comments (if any)
	Yes	No	
Co-operation with ongoing change/modernisation	X		The Council is satisfied with ongoing co-operation in relation to the modernisation/change agenda.
Staff flexibility in the light of changed business requirements/ alterations in work procedures as necessary	X		The Council is satisfied with level of flexibility demonstrated by staff in light of changed business requirement/alterations in work procedures as necessary, for example the implementation of new housing adaptation grant schemes (introduced by the DOEHL from 1 November 2007) which replace the old disabled person and essential repair grant schemes.
Enhanced team working	X		<ul style="list-style-type: none"> <li>• PMDS process successfully implemented with regular reviews of Team Plans. A Team-based approach to the identification and implementation of Customer Service Initiatives has been adopted through Customer Services Working Groups.</li> <li>• A Revised meetings/communications procedure for all Directorates has been agreed through Partnership for implementation from January.</li> <li>• A cross functional team was established in August 2007 to address ongoing upkeep and waste management problems experienced on two halting sites.</li> <li>• A cross functional committee was also established in relation to the "Promotion of the County" Project</li> </ul>
Outsourcing	X		Where the Council proposes to outsource work consultation will take place with the unions. A format for this consultation process has been agreed.
Redeployment of staff	X		No significant redeployment of staff has arisen during the current reporting period in relation to deployment of staff. Ongoing business process review identifies appropriate staff structures with associated redeployment of staff as appropriate.
Enhanced attendance at work	X		<ul style="list-style-type: none"> <li>• Levels of absence for all types of leave across the organisation reviewed by the management team on a quarterly basis.</li> <li>• Implementation of Attendance Management Policy</li> </ul>

Introduction of new work practices	X		<ul style="list-style-type: none"> <li>• Significant changes in work practices have arisen as a result of implementation of Health and Safety Management System</li> </ul>
Enhanced links with local community	X		<p>Every effort is made to enhance links with the local community. In the current reporting period our achievements included:-</p> <ul style="list-style-type: none"> <li>• Development of CCTV schemes in two towns in conjunction with local business</li> <li>• Enhancement of community links through Pride of Place and winning of national award by Drumsna Village</li> <li>• Working with the Community Forum to promote the integration of young people into communities</li> <li>• Implementation of community smoke alarm scheme - 20 volunteers from the local community installing the alarms</li> <li>• 2 additional playgrounds developed in conjunction with local community groups</li> <li>• Implementation of community and voluntary grant scheme including provision of assistance to community groups in managing projects</li> <li>• Continued implementation of Peace II grants scheme which applies only to community related projects</li> <li>• Partnership with Drumsna Development Association, Mental Health Ireland and County Leitrim partnership on artist-in-residency programme for vulnerable older people.</li> <li>• Commencement of new public project with members of the community/ community groups in 11 towns / villages around Leitrim working to help each area identify and achieve their ambition as part of a county-wide festival programme.</li> <li>• Establishment of youth theatre groups (in association with the National Association for Youth Drama) in three towns working with over 50 young people aged between 14 - 18 years</li> <li>• An unprecedented approach to public art saw LCC working with a group of young people and their families, facilitating them in the selection and the development of a public art project for their area. The N4 public art project focussed on the area most-affected by the Dromod-Roosky by-pass, and the resulting work will enhance the village of Roosky</li> <li>• Enhancement of provision of community art workshops in the Dock Arts Centre</li> </ul>
Provision of information required by Service Indicator process	X		<p>Quarterly reports in relation to performance under the national and local service indicators are prepared and reviewed by the Management Team. It is intended in 2008 to identify a number of specific indicators across all services where performance is less than desired and focus particular attention on achieving improvements in these areas.</p>

Industrial relations climate enhancement	X	Every effort is made to ensure that the industrial relations climate is enhanced. The partnership process is working well and an action plan for 2008 - 2009 is currently being developed. A meeting under the handling significant change protocol was held in November 2007 and a further meeting of this group will take place in January 2008.
Extended opening hours/enhanced customer service	X	Detailed in Managers Report
Better use of IT	X	Progress continues to be made in the enhancement of IT infrastructure and services. In particular the following matters were progressed during the current reporting period <ul style="list-style-type: none"> <li>• Further modifications were made to the Council's Contact Management System to ensure greater ease of use for customers members and staff.</li> <li>• A wireless LAN has been implemented in the Council Headquarters facilitating greater access by members to electronic services</li> <li>• System in relation to new housing adaptation grants is currently being developed</li> <li>• An Active directory project is currently being implemented across the organisation which is aimed at more efficient file management on the Council's IT network</li> <li>• Specific training "communicating across language barriers" was delivered to front line staff with the aim of improving services to non-english speaking customers</li> <li>• Translation of a range of application forms and information leaflets into Polish</li> <li>• Draft implementation plan under Disability Act prepared</li> <li>• Local Poverty Profile Action Plan developed</li> <li>• Lone Parents project enabled two courses for lone parents</li> <li>• Childrens Health Fair organised through Inter Agency Traveller Project</li> </ul>
Better service to marginalised groups	X	
Expanded options for customer payments	X	Options for enhancement of options for customer payments are under review including the option for customers to make payments through An Post
Participation in e-procurement	X	The Council continues to participate in the national E-Tenders system
Enhanced Website	X	Improving accessibility of our websites has been a key focus and a new content management system is currently being implemented to meet with accessibility guidelines.
Examination of the potential for shared services as per recommendations or Review Group	X	Detailed in Managers Report

Staff Training	X		Detailed in Managers Report
Open Recruitment	X		While recruitment activity in the current reporting period was low, all positions to be recruited are examined in the context of the provisions for open recruitment under Towards 2016.
Implementation of PMDS	X		Detailed in Managers Report
Health & Safety Enhancement	X		Health and Safety formed a very significant part of the Council's agenda in 2007. In particular the following activities were undertaken <ul style="list-style-type: none"> <li>• 82 Site/Task Specific Risk Assessments and 16 Roadwork's Safety Audits Conducted</li> <li>• Successful implementation of Leitrim County Council Improvement Plan for Roadwork's outside the 50km zone</li> <li>• Fire Extinguisher &amp; Evacuation Training for 34 Wardens</li> <li>• Establishment of a Working Group on Emergency &amp; Short Duration Works for Water Services - Draft Document ready for consultation</li> <li>• Development of Comprehensive 'PPE Issue System'</li> <li>• Provision of various Safety Briefings to Community Groups</li> <li>• Revision of safety statement and ancillary statements</li> </ul>
Equality	X		The membership of the Equality Committee has been revised and specific training for the new team delivered

Signed:  
(Chairs) Partnership Committee

*Paddy Beirne*

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*Joseph Gilhooly*

Joseph Gilhooly

Date:

13 December 2007