



# Comhairle Chontae Liatroma

## Leitrim County Council

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Wardens  
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Corporate Services  
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County Library  
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County Managers  
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Environment  
Hotline  
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Finance Section  
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Fire Service  
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Higher Education  
Grants  
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Housing Section  
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Human Resources  
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Motor Taxation  
(071) 9650431

Planning Section  
(071) 9650450

Rates/Revenue  
Section  
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Register of Electors  
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Roads Section  
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Stores  
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Veterinary  
Inspector  
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Water Services  
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Water Services  
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1890 302 302

THIS MATTER IS BEING DEALT WITH BY \_\_\_\_\_ TEL. No. \_\_\_\_\_ EXT. No. \_\_\_\_\_

Date: 2<sup>nd</sup> July 2008

Our Ref:

Your Ref:

Ms. Chris Gavigan / Mr. Matt Merrigan,  
Joint Chairs,  
Local Authority National Partnership Advisory Group,  
C/o Local Government Management Services Board,  
35 – 39 Ushers Quay  
Dublin 8



**Re: Performance Verification under Towards 2016  
March 2008 – August 2008**

A Chairde

I refer to the Performance Verification Process and enclose herewith completed reports outlining progress and achievements on various measures outlined in Leitrim County Council's Action Plan under Towards 2016 for the period March to August 2008 (Appendix 1).

Leitrim County Council continues to implement the modernisation agenda across the entire organisation in accordance with sectoral obligations and aspirations. I am happy to report that progress has been made in the reporting period in critical areas underpinning the modernisation agenda including customer service; co-operation with other agencies; PMDS and staff training; development of shared services; organisational change and the efficient use of available resources. Details of progress and specific achievements in these areas and on other relevant matters are elaborated upon in my report (Appendix 2).

In the context of reports submitted, I recommend that progress on the implementation of the modernisation agenda in Leitrim County Council as detailed in the aforementioned reports be accepted as a basis for payment of the next round of pay increases under the National Pay Agreement - Towards 2016.

Yours sincerely

  
\_\_\_\_\_  
**Jackie Maguire**  
County Manager



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Beidh Fáilte roimh freagra tre Ghaeilge



**Leitrim County Manager's Report**  
**Performance Verification under Towards 2016**  
**Reporting Period - March 2008 to August 2008**

Leitrim County Council is committed to delivering on commitments under the National Pay Agreement Towards 2016. I am satisfied that this Local Authority is making verifiable progress in relation to the implementation of the modernisation agenda as set out in Towards 2016 and the Sectoral action plan and the Council's own action plan.

Progress made to date in advancing the modernisation agenda has been facilitated through proactive workplace partnership and a stable industrial relations climate. In regard to the six month reporting period (March 2008 - August 2008), I am pleased to be in a position to report on verifiable progress in relation to specific commitments detailed in our Action Plan and the Sectoral Plan. This report details the specific achievements and progress made under the following headings in the period March 2008 - August 2008:-

- Enhanced Customer Service
- Co-operation with other agencies
- Development of Shared Services
- Staff Training/PMDS
- Organisational change and innovation under Towards 2016
- Value for money/efficiency/effectiveness

#### **Enhanced Customer Service**

Leitrim County Council is committed to the delivery of quality customer services and continues its efforts in improving and enhancing customer services. In the context of the reporting period under review initiatives of particular relevance are as follows:-

- Disability agenda: an internal cross functional steering group has been established to oversee the progression of initiatives under the Council's Disability Implementation Plan which was agreed following an extensive public consultation process and consultation with disability representative groups. The Council is currently in the process of setting up a Disability Advisory Group which will include representatives from disability groups within the County. An extensive work programme to improve accessibility to services and the built environment will be implemented over the coming months. Projects being progressed at present include:- signage project in Council Buildings; access audits in smaller towns and villages in the County; development of policies in relation to availability of information in accessible formats; ongoing development of website to improve accessibility. Improvement works to address accessibility issues identified in access audits are currently being undertaken and will be progressed during the next six months.
- Further enhancements to the members Extranet to improve access to members enquiries and logging of Councillors notices of motion
- Development of facility on Council intranet for notification system regarding appointment of new staff and staff transfers.

- Implementation of new service indicators and development of further local indicators. Performance under the various service indicators is reviewed on a quarterly basis by the Management Team.
- While generally the level of customer and ombudsman complaints remains low, the Council actively reviews complaints received on an ongoing basis with a view to addressing any deficiencies highlighted

### **Co-operation with other agencies**

The Council actively engages with other agencies in the delivery of many of its services and continues to explore potential opportunities in this regard. The Council continues to work in collaboration with Fáilte Ireland and the Regional Fisheries Boards in the implementation of a significant Investment in tourism infrastructure programme.

A Peace and Reconciliation Partnership Action Plan has been developed in conjunction with Leitrim Partnership, VEC, County Childcare Committee.

A Local Sports Partnership which involves working with a variety of local agencies and in particular the Irish Sports Council has been established.

In conjunction with North Connacht Youth Council, the Council is progressing the development of a Youth Café.

Last year saw the first John McGahern Festival and this year the Council is building on its success with a summer school and seminar in conjunction with NUIG.

A very successful angling event involving 185 anglers involving collaboration with Fermanagh District Council, Shannon Regional Fisheries Board, Dept of Culture Arts and Leisure took place in Spring 2008 which benefited tourism promotion of Leitrim.

Work is progressing on the development of a Town Park in Carrick-on-Shannon in conjunction with the local Tennis Club and owners of land.

The Council is working closely with Leitrim Partnership and LEADER in progressing the cohesion process and in this regard the community elections in the four electoral areas have taken place.

The Traveller Inter-Agency Plan was launched in April 2008 and work is progressing on implementation of the actions set out in the plan.

### **Development of Shared Services**

While the development of shared services is being pursued at national level, Leitrim County Council is continuing with a number of initiatives (previously reported) in this regard.

- Implementation of an archiving project on a shared basis with Longford County Council.
- Participation in review on potential for shared services e.g. superannuation

## **Staff Training/PMDS**

PMDS has been successfully implemented across the organisation. 43 Team plans were prepared in 2008 and all Personal Development Plans were completed by the end of April 2008. A training programme for the next 12 months has been developed to address the needs identified. The Council has also developed a revised induction programme which will be finalised during the period under review

Training and development is to the forefront of the Council's human resources activities and in this context the percentage spend of payroll on training in 2007 was in excess of the national standard of 3% of payroll.

Health and safety training continues to be a priority in 2008. In particular the Council has trained a number of staff as trainers for the signing lighting and guarding training programme. The Council is also progressing with further "return to learning" programmes and a numeracy programme.

In the context of staff development opportunities for general operative grades, the Council is considering the implementation of an Apprenticeship Programme. This matter is being examined by a Partnership Working Group and will be progressed during the period under review.

A review of career/personal development opportunities for outdoor staff is also being progressed through the partnership process.

## **Organisational Change and Innovation under Towards 2016**

The re-organisation of engineering areas on an electoral area basis is now fully operational.

Further business process reviews are being progressed with a view to identifying areas where greater efficiencies can be achieved through streamlining of processes. A revised staff mobility policy has been agreed through the partnership process. A revised Acting Up policy is also under consideration by the Partnership Committee.

## **Value for money/efficiency/effectiveness**

The Council aims to deliver efficient and effective services and demonstrate value for money and in this context organisational structures, processes and procedures are subject to ongoing review.

Initiatives in this area include

- Risk Management - workshops have taken place with representatives from each Department in relation to preparation of risk register
- The audit committee has been established and has held two meetings.

In the context of the foregoing, the maintenance of stable industrial relations, ongoing co-operation with previously agreed modernisation and change programmes, I am happy to submit this report together with progress report in accordance with nationally agreed reporting templates, and recommend that same be accepted as a basis for payment of the next round of pay increases under the Towards 2016 agreement.

Signed:

  
\_\_\_\_\_  
Jackie Maguire  
County Manager

Date: 2<sup>nd</sup> July 2008