

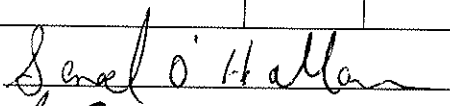
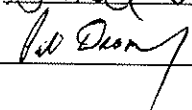
LOCAL AUTHORITY PROGRESS REPORTS
(September 2008 Payment)

Name of Local Authority: Limerick City Council

INDICATOR CHECKLIST	Verifiable progress since March 2008		Comments
	Yes	No	
Co-operation with ongoing change/modernisation	Yes		New location for Roads Depot agreed. Revenue Collectors co-operation given.
Staff flexibility in the light of changed business requirements/ alterations in work procedures as necessary	Yes	No	Street Cleaning Routes changed (more effective). Working in new boundary extension. Review of staffing structures underway. Task group set up to review operations in cleansing. <u>Fortnightly Pay not accepted by Fire Service & G.O's – management referred issue to 3rd party, SIPTU declined the invitation to LRC.</u>
Enhanced team working	Yes		Team Leaders identified under PMDS. Expanding Team Leader role.
Outsourcing	Yes		Gully Cleaning Operations. Grass Cutting in boundary extended area.
Redeployment of staff			No issues to date
Enhanced attendance at work	Yes		Attendance Mgt. Policy implemented.
Introduction of new work practices	Yes		Scanning of Planning Permission Applications. IT help desk call management system to track all support requests from users
Enhanced links with local community	Yes		Working with residents in maintaining flat complex in City.

INDICATOR CHECKLIST (cont'd)	Verifiable progress since March 2008		Comments
	Yes	No	
Provision of information required by Service Indicator process	Yes		Information being returned as requested.
Industrial relations climate enhancement	Yes		Ongoing
Extended opening hours/enhanced customer service	Yes		Customer Care Package implemented.
Better use of IT	Yes		Electronic travel & subs implemented. Electronic time recording for internal staff.
Better service to marginalised groups	Yes		Community Co-ordinators embedded. Co-operation with regeneration agencies.
Expanded options for customer payments	Yes		E-Payments for traffic fines.
Participation in e-procurement	Yes		
Enhanced Website	Yes		Accessible website. Direct publication from Service Dept. Forms available to customer in all service areas.
Examination of the potential for shared services as per recommendations of Review Group	Yes		Opportunities for shared services being undertaken on a case by case basis.
Staff Training	Yes		PDP's used to identify training. 3% target being met. Return to Learning – success (12 awarded FETAC Level 3)
Open Recruitment	Yes		National system being implemented locally.
Implementation of PMDS	Yes		75% implemented. Team Leader training required for fire service.
Health & Safety Enhancement	Yes		Ongoing – including additional training.
Equality	Yes		Accessibility audit completed & disability action plan developed. Action delivery ongoing.

Signed:

(Chairs) Partnership Committee