

LOCAL AUTHORITY PROGRESS REPORTS
(September 2008 Payment)

INDICATOR CHECKLIST	Verifiable progress since March 2008		Comments (if any)
	Yes	No	
Co-operation with ongoing change/modernisation	*		We continue to modernise process through the Partnership model. E.g. review of PMDS, HSC protocol.
Staff flexibility in the light of changed business requirements/ alterations in work procedures as necessary	*		Staff have agreed to redeployment where required. Committed to modernisation.
Enhanced team working	*		We continue to promote and implement team working, as underpinned in the PMDS process.
Outsourcing	*		Mayo Local Authorities continue to contract out when appropriate, to secure greater efficiencies and value for money.
Redeployment of staff	*		Staff have agreed to redeploy as required.
Enhanced attendance at work	*		Mayo Local Authorities have implemented the Attendance Management Policy. Service indicators continue to be monitored in the interests of continuous improvements.
Introduction of new work practices	*		Our work patterns continue to include all atypical working and family friendly arrangements such as afternoons only, split week i.e. two days/three days, one day week, two day week, three day week, four day week, also week on- week off.

Enhanced links with local community	*		<p>The following are in place: Ongoing support to the County Community Forum`; Provision of information and supports, including funding information, to numerous community organisations. Comhairle na nÓg promoted and objectives delivered; Mayo's first Science Festival coordinated in conjunction with local communities throughout the county; Mayo Immigrants Forum process initiated; New partnership established between Disability Forum and cross local authority disability committee 'Access for All'.</p>
Provision of information required by Service Indicator process	*		<p>We are proactively maximising benefits of Service Indicator Process in consultation with elected members and non elected members of SPCs. We are presently cooperating with Independent Assessment Panel Audit.</p>
Industrial relations climate enhancement	*		<p>A dedicated team is in place to ensure a stable industrial relations climate remains in place. Industrial peace continues to be in place.</p>
Extended opening hours/enhanced customer service	*		<p>Extended opening hours are in place in motor tax section and libraries.</p>
Better use of IT	*		<p>National HR/Payroll system signed up to for introduction in Q 4 2009.IT standards further increased with Council securing ISO 27001 standard. Greater efficiencies secured as a result of carrying out pilot BPR in planning department.</p>

INDICATOR CHECKLIST (cont'd)	Verifiable progress since March 2008		Comments (if any)
	Yes	No	
Better service to marginalised groups	*		Customer service under continuous review to secure an inclusive approach eg access for disabled, feedback from community fora, accessibility improvements to our website, securing highest standards – NDA, O2 and ISO 27001 standard and ongoing awareness raising initiatives.
Expanded options for customer payments	*		Our website has secured NDA standard with an overall emphasis on self service, eg, new online payment now in place.
Participation in e-procurement	*		Council continues to maximise use of IT including utilising E Tenders web site for all procurement.
Enhanced Website	*		Website continues to meet accessibility guidelines, and interactivity enhancements continue to progress.
Examination of the potential for shared services as per recommendations or Review Group	*		Mayo Local Authorities will co-operate with programmes for shared services. We are currently considering options for shared services in superannuation in consultation with LGMSB.
Staff Training	*		Training costs as a percentage of payroll for 2007 was 6.75%. On target for a comparable figure for 2008. Councils continue to maximise benefits of Castlebar regional training centre.

Open Recruitment	*		We are complying with National Guidelines and maintain highest standards in our recruitment practices.
Implementation of PMDS	*		PMDS has been fully implemented in Mayo Local Authorities under auspices of Partnership Committee. We are presently involved in the review of the process.
Health & Safety Enhancement	*		We are proactively complying with the provisions of the Safety, Health and Welfare Act, 2005 and Regulations thereunder. We have necessary statements and committees in place including a protocol for construction works. New initiatives and training and awareness programmes are ongoing and we are presently introducing new safety documentation.
Equality	*		We have an Equality Action Team in place representative of all areas of discipline, and continue to promote various Work/Life Balance schemes.

Signed:

Joe O'Sullivan 24/06/2008 (Chair) Partnership Committee
 (CPSA Joint Chair - Management)
David Brown Joint Chair (unio) 24/06/08

* Progress continues to be achieved and discussions with employee representatives are continuing as part of the Partnership Process.