

LOCAL AUTHORITY PROGRESS REPORTS
(March 2008 Payment)

INDICATOR CHECKLIST	Verifiable progress since June 2007		Comments (if any)
	Yes	No	
Co-operation with ongoing change/modernisation	✓		Water Services
Staff flexibility in the light of changed business requirements/ alterations in work procedures as necessary	✓		" "
Enhanced team working	✓		" "
Outsourcing	✓		" "
Redeployment of staff	✓		" "
Enhanced attendance at work	✓		Flexitime & Attendance Management
Introduction of new work practices	✓		Water Services
Enhanced links with local community	✓		
Provision of information required by Service Indicator process	✓		
Industrial relations climate enhancement	✓		
Extended opening hours/enhanced customer service	✓		
Better use of IT	✓		

INDICATOR CHECKLIST (cont'd)	Verifiable progress since June 2007		Comments (if any)
	Yes	No	
Better service to marginalised groups	✓		Disability Plans
Expanded options for customer payments	✓		Bill Pay / Credit Systems
Participation in e-procurement	✓		
Enhanced Website	✓		Revised 2007
Examination of the potential for shared services as per recommendations or Review Group	✓		
Staff Training	✓		
Open Recruitment	✓		
Implementation of PMDS	✓		
Health & Safety Enhancement	✓		
Equality	✓		Committee established and operational

Signed:

David Fallon

(Chairs) Partnership Committee

Janet W. A.