

## NORTH TIPPERARY LOCAL AUTHORITIES

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

<i>INDICATOR CHECKLIST</i>	Verifiable progress since June 2007		Comments (if any)
	Yes	No	
Co-operation with ongoing change/modernisation	Yes		Agreement reached with Revenue Collectors regarding approach to preparation of 08/09 Register of Electors. Satisfactory level of co-operation occurring in relation to RAS.
Staff flexibility in the light of changed business requirements/ alterations in work procedures as necessary	Yes		Support is being provided by various sections for substitute revenue collector cover. A programme for Building Facilities Management is being developed. Training is in progress.
Enhanced team working	Yes		Meetings continue to be held on a regular basis. New teams are being established where relevant. This process includes a new initiative involving outdoor staff in one of our areas.
Outsourcing	Yes		The Council is currently looking at options in relation to the Roscrea Civic Amenity site.
Redeployment of staff	Yes		This has occurred with some staff.
Enhanced attendance at work	Yes		Draft Attendance Management Policy has been signed off by a Working Group. Is now on agenda for next Partnership Meeting. Flexi-time Scheme and Electronic Time Recording have also been considered by the Working Group.

Introduction of new work practices	Yes	<p>This initiative has progressed as follows:</p> <p>Tenders received for the conversion of a number of Council vehicles to bio-fuel.</p> <p>Report on recommendation of Work Group on re the on call arrangements submitted to Partnership for consideration.</p> <p>Traffic Wardens have co-operated with the introduction of new technology for the administration of Parking Bye-Laws. Staff at Nenagh Leisure Centre co-operated with the installation of new technology to monitor access control.</p> <p>Further progress in updating Safety Statements. Objectives regarding Risk Management are included in Team Development Plans.</p>
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Enhanced links with local community	Yes		Gold Medal awarded to Birdhill Tidy Villages in 'Entente Florale' Competition. Three groups nominated to represent Tipperary in Pride of Place. Environmental Award Presentation ceremony held in November, 2007. In relation to Estate Management transformation training within communities undertaken. Transformation Training Conference hosted. Major report compiled on two specific estates and will now form part of a submission for significant funding. Arts Officer provided professional support to four Voluntary Festival Committees for their respective events. Additional support provided to Thurles Source Arts Centre. 12 No. awards made to local artists under Artist Support Schemes. One award included a Solo Exhibition Opportunity in the Civic Offices. Support being provided through Littleton Community Resource Centre.
Provision of information required by Service Indicator process	Yes		Mid year report compiled and considered by members at November Meeting.
Industrial relations climate enhancement	Yes		This has been enhanced by <ul style="list-style-type: none"> <li>• Handling Significant Change through Partnership</li> <li>• Information and Consultation Agreement</li> </ul>
Extended opening hours/enhanced customer service	Yes		Customer Survey Report scheduled to be finalised in December, 2007 in relation to Motor Tax. Work Group established in relation to opening hours for Library Service.

Better use of IT	Yes		<ul style="list-style-type: none"> <li>• A new Customer Contact Management System has been deployed in two Sections.</li> <li>• A facility for viewing Planning information in a spatial map format has been made available to staff.</li> <li>• Enhancements have been made to several of our business systems.</li> <li>• The data links to our Area Offices have been improved.</li> <li>• A more secure and faster connection to the internet has been deployed (joined the Gov Data VPN).</li> <li>• A Lone Worker Safety System has been deployed for Water Services personnel.</li> </ul>
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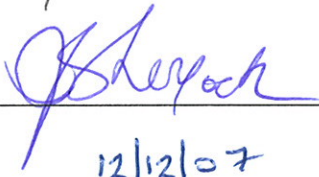
Better service to marginalised groups	Yes	<p>Assistive Reading Technologies in place at strategic libraries for people with reading disabilities.</p> <p>Library website (<a href="http://www.tipperaryllibraries.ie">www.tipperaryllibraries.ie</a>) disability proofed.</p> <p>Browsealoud free download available to library borrowers.</p> <p>Disability training provided for all frontline staff. Training in “Communications across Language barriers” has been completed by selected frontline staff.</p> <p>Translation of Library Application Forms and other library information leaflets to facilitate foreign national users completed.</p> <p>Library service represented on Workplace Partnership Working Group on services to foreign nationals.</p> <p>Library service represented on Social Inclusion Measures groups in both North and South Tipperary.</p> <p>Library service represented on Traveller Inter Agency Projects in North and South Tipperary.</p> <p>Library staff actively involved in outreach services to marginalized groups.</p>
Expanded options for customer payments	Yes	<p>On line payments scheduled for roll-out in December, 07/January 08 in relation to traffic fines and rates. Facility in Arts Centre in place.</p>
Participation in e-procurement	Yes	<p>An Online Quotation System for the hire of Machinery and Materials is being used by our Roads Department.</p>

Enhanced Website	Yes		<ul style="list-style-type: none"> <li>The web site has been redesigned and rebuilt to make it more user friendly.</li> <li>It has been made accessible to internationally recognised WAI Priority 1 &amp; 2 Accessibility standards.</li> <li>An Irish version of several of the key pages of the web site has been made available.</li> </ul>
Examination of the potential for shared services as per recommendations of Review Group	Yes		Report prepared by Consultant and considered by Partnership Committee. Recommendations to Management being finalised.
Staff Training	Yes		Training is on-going in accordance with the provisions of the Training Plan which has been significantly informed by the requirements outlined in PDP's.
Open Recruitment		No	No vacancies in respective grades.
Implementation of PMDS	Yes		All training completed. 100% of TDP's completed and 94% of PDP's completed.
Health & Safety Enhancement	Yes		Significant work is ongoing. Additional staff recruited to manage Health & Safety.
Equality	Yes		Access Audit completed and Implementation Plan initiated. Capital Works are currently in progress.

Signed:



(Chairs) Partnership Committee

  
12/12/07