



To: Ms. Chris Gavigan,  
Mr. Matt Merrigan,  
Joint Chairpersons,  
LANPAG,  
Local Government Management Services Board,  
Local Government House,  
35-39 Ushers Quay,  
Dublin 8.

14/12/2007

**Re: Performance Verification under Towards 2016 (June 2007 to February, 2008).**

Dear Sir/Madam,

I refer to your letter of 31/10/2007 re above.

Enclosed find completed checklist which has been brought to the attention of our Local Partnership Committee and duly signed by the Joint Chairs of same.

While the checklist outlines in some detail the various levels of progress on the respective measures I propose to include in this Narrative some of the initiatives/actions specified in your letter of 31/10/2007.

**Enhanced Customer Services**

- Enhanced opening hours and customer service are currently under examination by established Working Groups.
- Better use of IT has resulted in the following:
  - New Customer Contact Management System in 2 sections
  - Facility for viewing planning information in a spatial map format.
  - Improved links to Area Offices.
  - A more secure and faster internet connection.
  - Better service to marginalised groups has been provided by our Library Service.
  - On line payment facilities for Customer payments have been enhanced/expanded.
  - The website has been made more user friendly.
  - Irish version of several key pages of web now available.
  - Intensive promotion of on-line Motor Tax – take up increased to 32.44% of eligible applicants.



### **Co-Operation with Other Agencies**

- North Tipperary County Council has led the establishment of a Tourism Company for North Tipperary involving representatives of the trade together with Shannon Development, County Enterprise Board and Tipperary Leader.
- Interagency Group established to lead the implementation of an integrated plan for Littleton aimed at tackling causes of disadvantage/poverty.
- Lough Derg Interagency Marketing Initiative working with Shannon Development and other Local Authorities to promote Lough Derg as a tourist destination. Website complete – to go live before the end of December, 2007.
- Lead role taken in the Mid-West Major Emergency Planning Steering Group to implement “A framework for Major Emergency Management” issued by DOEHLG.
- Interagency group involving Shannon Development established to identify location/site for a tourism project of significant scale and size adjacent to Lough Derg. Preferred site identified.
- Lough Derg International Water Park Project involving North Tipperary County Council, Shannon Development and Failte Ireland, substantially completed. Target for full completion is end December, 2007.
- Funding package put in place for provision of swimming pool in Roscrea in conjunction with Roscrea Swimming Pool Co. Ltd. and local community. Awaiting approval to proceed to construction.
- Swimming Pool and Leisure Centre at Thurles substantially complete – projected opening date is March, 2008. This project is being developed by North Tipperary County Council and Thurles Town Council.
- Tendering process carried out December, 2007 in respect of Rehabilitation of the Silvermines mining sites. This project is being developed by County Council in conjunction with Department of Communications, Energy and Natural Resources.

- Energy Awareness Programmes within the organisation are being developed in conjunction with the Tipperary Energy Agency. A detailed energy audit has been completed including user survey of 130 staff, temperature monitoring, energy use analysis and analysis of the building management system.
- North Tipperary County Council is a Pilot Site for roll-out of “Safe Systems of Work Plans” in conjunction with the HSA.

### **Development of Shared Services**

- A report has been prepared by a Consultant regarding the potential for shared services. This report has been considered by the Partnership Committee and recommendations to Management have been made. The objective is to establish and implement the most efficient and effective method of delivering services to our customers by optimising the use of area and Town Council structures for the sharing of services.

### **Staff Training/PMDS**

- Training is on-going in accordance with provisions of our Training Plan. Priority continues to be given to contents of Personal Development Plans. The training target of 3% continues to be significantly exceeded.
- All Team Development Plans and 94% of Personal Development Plan under PMDS have been completed. Full implementation will take place by end of 2007. Trainee/Facilitator to continue to monitor the process throughout 2008.
- Employee Support Service has been rolled out.

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

- Co-Operation is taking place with ongoing change/modernisation in various areas such as:
  - Introduction of New Work Practices
  - Enhanced Team Working
  - Attendance Management

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

- There is an ongoing review of Value for Money taking place.
- Planning files are now available in electronic format over the Internet.
- An Integrated Geographical Information and Planning System is in use across all Departments.
- Working Group established to progress the preparation of Corporate Procurement Plan.
- Work is on-going on implementation of costing project for Local Authorities.
- A Working Group has been established to examine telephone systems and costs with a view to ensuring value for money.

### **Workplace Partnership**

New areas of Partnership are constantly being identified. A new initiative involving a functional team with outdoor staff in one of our areas has been introduced.

Working Groups established under Partnership have now issued reports on attendance management and on-call arrangements. Work is in progress by Work Groups on Public Relations Strategy and Service Delivery for non-national customers and Child Protection Policy.

“Handling Significant Change through Partnership” and “Information and Consultation Agreement” are contributing significantly to the enhancement of a stable Industrial Relations Climate.

### **Other Achievements**

- New Fire Station in Thurles scheduled to be occupied by Fire Brigade before end of 2007.
- Pilot Wastewater Treatment System for a small community (STEDS Project) completed to testing phase at request of DOEHLG.
- Delivery of additional car parking in the town of Nenagh – 150 extra off-street spaces will be available by 17/12/2007.

### **Areas of Concern**

I wish to express my concern in relation to SIPTU’s refusal to engage in my proposal to examine (1) The efficiency of the existing rostering system in three fire stations. (2) Rollout of rostering in remaining four stations. (3) Engage in examination of existing technology for automatically recording fire fighter’s times of attendance.

### **Confirmation and Recommendation**

I wish to confirm that (a) there has been co-operation with implementation of the Modernisation Agenda as set out in the Agreement and (b) that a stable industrial relations climate exists in relation to matters covered by the Agreement other than in Areas of Concern outlined above.

In conclusion I am satisfied to recommend payment of the next phase of the Towards 2016 pay award to all staff of North Tipperary Local Authorities other than the staff involved in the above mentioned Areas of Concern.

Beannacht Libh,



Terry O’Niadh.

County Manager.