

**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	Yes		<ul style="list-style-type: none"> • Cooperation with introduction of Central Debt Collection section in July 2007; • Housing maintenance programme is currently being reviewed; • Partnership sub committee working on re-location of machinery yard and stores; • Co-operation with introduction of customer service desk in early 2008; • Partnership committee have reported to the Management Team in December on enhanced opening hours.
Staff flexibility in the light of changed business requirements /alterations in work procedures as necessary	Yes		<ul style="list-style-type: none"> • Commitment to increased flexibility and task sharing; • Multi disciplinary teams working effectively.
Enhanced team working	Yes		<ul style="list-style-type: none"> • Following a Housing Department customer service review a revised team structure including a re-allocation of duties and functions in the interests of enhanced customer service delivery has been introduced; • Increased number of staff meetings; • Job manuals being devised; • 2008 Team Plans being drafted; • Partnership subcommittees examining implementation of customer service desk, enhanced opening hours, relocation of machinery yard and stores, Work/Life Balance initiatives.
Outsourcing	Yes		<ul style="list-style-type: none"> • Outsourcing proposals being progressed through union negotiations; • Areas requiring expertise e.g. access audits, staff training have been outsourced; • Housing Department have procured Quantity Survey services to advise on tender document preparation and final accounts claims.

Redeployment of staff	N/A		<ul style="list-style-type: none"> • Redeployment issues may arise with regard to landfill and/or housing maintenance reviews. In accordance with our Action Plan discussions with staff and unions will take place before redeployment happens.
Enhanced attendance at work	Yes		<ul style="list-style-type: none"> • Enhanced opening hours being considered; • The Partnership Committee have examined work/life balance initiatives reporting on how these policies can be offered in a fair and equitable manner to all staff. It is hoped that by coordinating the schemes that manpower issues can be addressed; • Attendance Policy being developed; • Employee Assistance Programme being introduced.
Introduction of new work practices	Yes		<ul style="list-style-type: none"> • Finalising proposals with regard to revenue collection and the Revenue Collection function; • Partnership are examining the introduction of extended opening hours; • Increased use of IT; • Greater task sharing; • Partnership are examining work sharing arrangements including e-working.

Enhanced links with local community	Yes	<ul style="list-style-type: none"> • Consultation with disability groups regarding access implementation plan. • Extensive consultation on County Development Plan; • The Community and Enterprise Section supported and facilitated the local development cohesion process which included the meeting of First Directors, registration of Company and providing secretarial and administrative support to the Company on an interim basis; • The Arts Section has partnered with Irish Rail in September 2007 to exhibit artworks by participants in the OCC and HSE partnership Arts in Health programme; • The library service has expanded links with additional primary schools since September 2007; • Extensive consultation regarding improvement works in Tullamore Town Council; • Housing Interagency Group facilitating partnership approach to community enhancement/regeneration project in Edenderry; • Traveller Information Officer appointed.
Provision of information required by Service Indicator process	Yes	<ul style="list-style-type: none"> • Service Indicator are reported to the Management Team on a quarterly basis; • Team performance indicators introduced.
Industrial relations climate enhancement	Yes	<ul style="list-style-type: none"> • Continued commitment to Partnership; • Where issues arise the National Industrial Relations mechanisms are utilised; • Development of a number of policies through Partnership sub committees e.g. Work/Life Balance review, Communications Strategy, review of opening hours.

Extended opening hours/enhanced customer service	Yes	<ul style="list-style-type: none"> • Customer service desk being developed, proposed implementation date first quarter 2008; • Customer Services Action Plan being developed; • OffalyEyes system recording and allocating incidents etc. introduced; • Connectivity established to Tullamore MAN for 4 offices and to Govt VPN.
Better use of IT	Yes	<ul style="list-style-type: none"> • IT Strategy 2007-2010 adopted by Council; • IT Disaster recovery project specified and tendered; • In house agresso training delivered during autumn 2007; • Excel spreadsheets and databases developed to improve administrative process and improve productivity e.g. Higher Education Grants, expense payments, sick leave, training and annual leave databases etc.; • Web-based Financial Management Reports and checks have been introduced; • Community Forum Website introduced.

INDICATOR CHECKLIST (cont'd)	Verifiable progress since June 2007		
	Yes	No	
Better service to marginalised groups	Yes		<ul style="list-style-type: none"> • Staff in OCC participated in Literacy Awareness Training and Traveller Cultural Awareness Training in October 2007; • OCC participation as named lead agency in the Offaly Local Anti-Poverty Strategy 2008-2013; • Traveller Information Officer appointed; • Internal Social Inclusion Plan facilitated by Community and Enterprise; • The library service expanded its outreach programmes through the branch library networks and school visits. This included for example authors' visits, storytelling, lectures, art and cultural activities.
Expanded options for customer payments	Yes		<ul style="list-style-type: none"> • On-Line facilities in place for some payments. Further expansion planned for 2008.
Participation in e-procurement	Yes		<ul style="list-style-type: none"> • Continuing use of e-tenders and our own website; • A number of staff received procurement training during summer and autumn of 2007.
Enhanced Website	Yes		<ul style="list-style-type: none"> • Offaly.ie website is AA compliant; • In-house authors trained in accessibility requirements.
Examination of the potential for shared services as per recommendations of Review Group			<ul style="list-style-type: none"> • Service delivery options continue to be reviewed. Certain functions have been centralised from Town Councils to County Council e.g. private rented inspection function; • Some preparative work has been completed regarding the centralisation of payroll and pension payments for all Local Authorities staff and pensioners. Further negotiation with staff and unions will be required; • Council committed to National HR computerised system.

Staff Training	Yes	<ul style="list-style-type: none"> • Induction courses provided to all new staff; • Training and Development Strategy 2007-2009 adopted; • <i>Excellence Through People</i> application being finalised prior to submission to FAS; • In house training courses being delivered e.g. health and safety awareness, agresso, IT; • Scheme of Education Assistance for third level courses adopted.
Open Recruitment	Yes	<ul style="list-style-type: none"> • Recruitment being performed in line with qualifications issued by Department; • Circular LG (P) 14/2007 received on 14 December will be examined and implemented.
Implementation of PMDS	Yes	<ul style="list-style-type: none"> • PMDS introduced throughout the organisation; • 2008 Team Development Plans currently being prepared; • To facilitate the mainstreaming of PMDS an organisational agreed schedule for PMDS processes (i.e. TDP, PDP, Reviews etc.) has been agreed with staff and unions.
Health & Safety Enhancement	Yes	<ul style="list-style-type: none"> • Extensive awareness training programme held for all staff in 2007; • Job specific health and safety training provided; • Health and safety committees established; • First aid and training for safety representatives held.
Equality	Yes	<ul style="list-style-type: none"> • Dignity at Work and Diversity training provided to all staff in 2007; • Equality awareness is part of the staff induction training programme; • The Partnership Committee have concluded an examination of Work/Life Balance initiatives. Proposals to ensure that polices are implemented in fair and equitable manner forwarded to Management Team in December 2007 for consideration.

Signed:

Michael Rock
Joe Lambe

(Chairs) Partnership Committee