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Human Resources	6637144
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Planning	6637175
Regional Offices NRA	6627004
Rates	6637210
RCDB	6637325
Reg. of Electors	6637147
Roads	6637152
Stores	6637225
Water Services	6637165

Tá fáilte romhat gnó a
dhéanamh as Gaeilge



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14th December 2007

**Ms. Chris Gavigan,
Assistant Chief Executive,
Local Government Management Services Board,
Olaf House,
35-37 Ushers Quay,
Dublin 8.**

**Re: Performance Verification under Towards 2016
June 2007-February 2008
Roscommon County Council-Check List**

Dear Ms. Gavigan,

I attach herewith completed Check List for the period June 2007-February 2008. Roscommon County Council is pleased to report that it continues in its commitment to the actions in "Towards 2016".

Roscommon County Council continues its focus on the area of Customer Service. A centralised Information Centre and Customer Service Desk has been set up in Council Headquarters with 3 full-time staff and was officially launched in February. A dedicated Customer Service phone number has been set up and the use of the contact management system, *E-Direct*, has been rolled out to all departments including mobile libraries. *Frequently Asked Questions* covering all departments is one of the front desk facilities and Customer Service staff are equally happy to deal with queries in person on a one to one basis or by fax or letter. A Councillors response system was put in place in February to provide a better service to the Members. A Customers complaints system is currently being drafted through the cross-functional customers services committee and will be in place in early 2008.

Roscommon County Council has continued to strengthen links with the local community and has enhanced co-operation with other agencies. Examples of increased co-operation include extensive consultation during the development of the Intercultural Strategy; liaison with Tidy Towns Associations and close working relationships with Pride of Place groups. The County Council carried out consultation and liaison with residents associations, community groups and the public in the development of mini astro-turf pitches under the FAI/UEFA Jubilee Programme. The development of amenity and tourism facilities e.g. Cortober Riverside Park Development and Errit Lake Amenity, Boathouse and Playground included consultation and collaboration with community groups and other stakeholders and interagency collaboration with Waterways Ireland, Shannon Regional Fisheries Board and



Leitrim County Council, Roscommon County Council and Coillte entered into a joint venture agreement to develop a new lakeside Visitor Centre and Lough Keg Experience at Lough Key Forest Park, Boyle. This tourism development includes an audio trail, a treetop canopy walk, the Boda Berg and an adventure play kingdom and has been short listed as a finalist in the Best Public Building category of the LAMA Awards, which will be announced in January 2008. The County Council is involved in other inter-agency teams and partnerships including the development of a County Intercultural Strategy and a Job Creation Strategy for the Creative Sector.

Roscommon County Council remains fully committed to the implementation of PMDS. PMDS awareness, team and personal development plan training programmes have been delivered to the entire workforce. In addition PMDS skills training has been provided to all line management staff. All of Roscommon County Councils departments and area offices are in a position to have their 2008 Team Development Plans and Personal Development Plans completed by 31st December 2007

The introduction of PMDS has enhanced the process of identifying the organisations training needs, designing training and development plans, delivering relevant training programmes and evaluating the outcome of training and development activity. This strategic approach to staff development ensures that Roscommon County Council delivers effective training in terms of satisfying the needs of individual employees, the organisation and its customers. Roscommon County Council comfortably surpasses the requirements to spend 3% of payroll costs on overall staff training and training for general operatives and related grades. Roscommon County Council, having received accreditation under the FÁS *Excellence Through People* scheme in December 2005, retained its status as an *Excellence Through People* organisation in May 2007 following a further assessment carried out by FÁS. The retention of this award confirms that Roscommon County Council continues to operate best practice in the area of training and development.

Roscommon County Council is fully committed to the principles of Organisational change and innovation and enhanced value for money, efficiency and effectiveness. A Process Review of the six local engineering districts has been completed in consultation and agreement with Trade Unions. This Review focused on a review of work processes and work practices, overtime levels and staffing structures. The Review also included the putting in place of a Protocol for Handling Change at Engineering Area Level and reassessed the Protocol for Compliance with the Registered Employment Agreement and the Procedural Agreement for the use of Contractors. Internal Procedures are being examined to ensure that information under the Procedural Agreement for the use of Contractors is communicated in a timely manner to the Trade Unions. District Area Meetings are being arranged to ensure that the Protocol for Handling Change is fully implemented. Overtime is managed effectively and efficiently in the context of value for money principles, needs of the job and in accordance with Organisation of Working Time Act. There is an acceptance by General Operatives and Related Grades of the use of Contractors to carry out work identified as more suitably carried out on a priced basis to ensure economic efficiency, subject to adherence to Paragraph 28.13 of the Agreement. A minimum of 75% of Fire Fighters are trained as drivers and operators of Fire Service vehicles and equipment as part of normal Fire Fighter duties. There was full co-operation with recent staff moves to temporary office accommodation pending the completion of the new Civic Offices. The strategies, objectives and work programmes set out under the

Library Development Plan 2006 – 2010 are on target. There is ongoing review of Staffing requirements in the context of current structures grades, roles/responsibilities.

The Workplace Partnership process continues to grow in significance in Roscommon County Council. Communication links between the Partnership Committee, the Management Team and Union Branch committees have been consolidated. Considerable progress has been made with regard to involving staff in the partnership process. Processes such as establishing working groups, conducting workplace surveys and enhanced communication and consultation practices continue to give employees a greater input into organisational decision-making. Roscommon County Council continues to utilise the workplace partnership process to handle on-going change and modernisation issues.

The Workplace Partnership Process has contributed significantly to the success of the current good industrial relations climate in Roscommon County Council. This process will continue to be utilised to deal with issues, which are regarded as best dealt with within the Workplace Partnership Forum. Roscommon County Council is committed to maintaining a well-managed stable industrial relations environment in order to avoid disputes affecting the level of service to the public. The County Council has not experienced any disruption to services as a result of Industrial Relations disputes and the current climate has greatly facilitated the implementation of the Organisational / Change Agenda contained in the Agreement. Regular meetings are maintained with Trade Unions to ensure that issues are resolved speedily and there is a commitment to a problem solving approach to Industrial Relations issues and to the exclusive use of the agreed Industrial Relations machinery for dispute resolution.

A number of partnership projects have been successfully concluded including the introduction of the LANPAG Educational Grants Scheme. The partnership process has been active in considering a range of significant changes issues including PPP proposals, Performance Management and Development System (PMDS) and Human Resources policies. The Partnership Committee has also been provided with an opportunity to have an input into the development of the County Council's new civic headquarters. Procedures have been agreed to give effect to the Handling Significant Change through Partnership Protocol and are in the process of being implemented. The Partnership Committee will also host a LANPAG site visit in 2008. Roscommon County Council will continue to co-operate with the provisions contained in the new strategic plan to be developed by LANPAG for the period 2008-2011.

The County Council continues to be particularly active in the areas of team working and cross-functional working arrangements. Initiatives to promote team working include, a cross-functional working group to monitor progress on the Modernisation/Change Agenda and numerous other Working Groups across all of the services areas and Workplace Partnership. Opportunities and activities suitable for Team Working and Cross-Functional Working will continue to be identified at Local Level and implemented in accordance with the Agreement.

Roscommon County Council is committed to the development and embedding of measures to promote social inclusion. A Task Force has been set up to develop interagency cooperation in the delivery of services and supports to the Traveller Community including

an initiative for the employment of Travellers. The County Council is currently employing a General Operative from the Travelling Community in line with the Opening Pathways Initiative. An inter cultural strategy for County Roscommon has been developed to ensure the successful integration of ethnic minorities into mainstream society. This strategy will be launched in January 2008. A fully staffed social inclusion unit has been set up in the Community and Enterprise Department. A full-time Disability Co-ordinator has also been appointed to co-ordinate the implementation of the National Disability Strategy and the relevant sections of the Disability Act 2005 and will take up position in January 2008. These appointments confirm Roscommon County Council's commitment to the principles of inclusion and equity.

Roscommon County Council has made a significant investment in terms of Equality and Diversity and is committed to Equality and Diversity in service delivery and in employment practices. There are focused initiatives across a wide range of Departments and actions are tied to specific targets. Arising out of a recent survey conducted by the Local Government Management Services Board, Roscommon County Council has been chosen to participate in the Irish Times Business 2000 initiative as a model of Best Practice in promoting Equal Opportunities for All on the basis of significant investment in terms of Equality and Diversity and commitment to Equality in Employment.

The Council will continue its investment in Information Technology projects and will regularly monitor its performance to ensure acceptable standards of service delivery to its customers. Several IT initiatives have been implemented including the installation of seven information kiosks in Branch Libraries and Headquarters to provide easy access and information for people with disabilities, the implementation of a GIS zone, *Changing Libraries Project* and the On-Line Library Catalogue.

All of the above initiatives and progress have been achieved in a seamless harmonious human relations climate while at the same time continuing to provide the day to day essentials relating to water, sewerage, roads, public lighting, housing and planning services every day year in year out.

Roscommon County Council will continue in its efforts to implement the measures set out in *Towards 2016* with a view to meeting the economic and social challenges ahead.

Mise le meas,



John Tiernan,
County Manager.