

# COMHAIRLE CHONTAE SHLIGIGH SLIGO COUNTY COUNCIL

02101100.



COUNTY HALL  
RIVERSIDE, SLIGO  
[www.sligococo.ie](http://www.sligococo.ie)

20 December 2007

Ms Chris Gavigan, Mr. Matt Merrigan,  
Joint Chairs,  
Local Authority National Advisory Group,  
C/O Local Government Management Services Board,  
35 – 39 Ushers Quay,  
Dublin 8.

**Re: Performance Verification under Towards 2016  
(June 2007 – February 2008)**

Dear Ms. Gavigan & Mr. Merrigan

In the period under review, progress has been achieved in the following areas:

**Enhanced Customer Service.**

Sligo local authorities continue to improve its customer service approach and ensure access for all, to its buildings and services. Information is provided through an increasing range of media outlets in order to create increased customer awareness of services. In this regard an audio-file is produced of our quarterly magazine and Directory of Services and our weekly roads report has been extended to include items of particular interest to people with disabilities.

In recent weeks Customer Services and Communications Office staff have undergone training in the production of a pod cast facility, which will enable the Sligo Local Authorities broadcast news and information from their websites.

The first broadcast in the series will feature a road safety message, seasonal environmental tips, emergency contact numbers for the Christmas holidays, and advice on fire safety in the home, together with a preview of the major projects planned by the Sligo Local Authorities for 2008.

In 2007 the authority applied for and was awarded an Excellence through Accessibility Award from the NDA for Teach Laighne in Tubbercurry. The NDA assessment focuses on three critical areas common to all organisations:



- Access to Quality Customer Services
- Access to the Built Environment
- Access to Information and Communication Technology.

Work is progressing to complete works necessary to ensure that County Hall achieves this award for 2008.

The authorities continue to measure its performance through the national and local service indicators. Results are prepared quarterly and recorded. In 2007 external auditors completed an assessment of a number of indicator results.

Customer consultation is critical to promoting improved service delivery. The authorities continue to promote the opportunity for our customers to have their say through public meetings, on-line facilities and through the customer services desk. Monthly reports are provided to Management to assist in the decision making process.

During the period under review late evening opening has been introduced in Central Library Sligo together with lunchtime opening on a Saturday.

#### **Co-operation with other Agencies.**

Sligo Local Authorities have successfully established a number of interagency groups to promote the coordination of services along with initiatives to promote social inclusion, such as:

- Interagency Working Group of the preparation of the Docklands Master Plan/Local Area Plan -The inaugural meeting was held on the 18<sup>th</sup> December, 2007
- A pilot Lone Parent Project involving multiple agencies which was facilitated by Community & Enterprise and was successful in engaging with 100 lone parents. The programme is now being devolved to the wider community.
- Other examples include the adoption of County Sligo Interagency Traveller Strategic plan and co-operation with other agencies in relation to Economic Development Projects in Tubbercurry & Enniscrone and the development of a Play & Recreation Programme.

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

Work is progressing on the out-sourcing of water and wastewater treatment plants.

Proposals for Rationalisation of Revenue Collection Services were issued to the negotiating Union in November, 2007.

### **Enhanced Team working**

An Internal Gateway working group was formed to submit an application to the Gateway Initiative Fund.

A Steering Group and Implementation Group has been established to oversee the introduction of the Integrated HR, Superannuation ,Payroll Project.

### **Better Use of IT.**

It is anticipated that we will be going live with on-line systems to allow payment of loans and rents and charges in the first quarter of 2008.

A new Revenue collection handheld system has been implemented.

A Pilot online travel expenses claim/ approval system is in place.

### **Better Service to marginalized groups**

The library has provided multicultural services for non-Irish Nationals by way of handouts and newspapers.

A very successful Social Inclusion Seminar was held on the 14<sup>th</sup> September 2007. The seminar was focused on Older People as was entitled "A Better Life for Older People in Sligo". The day involved a series of interactive work shops and as a result the SIM Group has developed an Action Plan from the day with 25 actions which will be delivered over a 2 year period.

As referred to earlier the County Sligo Interagency Traveller Strategic plan has been adopted.

### **Health & Safety**

Significant progress has been made in the implementation of Safety Management Systems with implementation completed in our Roads and Water Services Section in June 2007, and roll out completed in the Directorate of Housing, Corporate & Emergency Services in December, 2007

## Equality

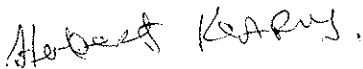
Accessibility audits were carried out on all buildings owned by the LA, open spaces and burial grounds. Sligo Local Authorities have prepared a disability implementation plan for 2008 – 2015

## Partnership

In the period under review a Partnership Facilitator has been appointed and a Partnership Committee has been formed. A number of meetings have been held and I attach herewith a checklist considered by the committee on the 18<sup>th</sup> December, and signed by the Joint Chairs.

I wish to confirm that Sligo Local Authorities are delivering on all the sectoral commitments. I am now recommending that the next payment due under Towards 2016 be paid to all grades in Sligo County Council and Sligo Borough Council.

Yours sincerely,



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**Hubert Kearns.**  
**County Manager.**