

**LOCAL AUTHORITY PROGRESS REPORTS**  
(September 2008 Payment)

Name of Local Authority: Wicklow County Council

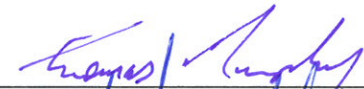
<i>INDICATOR CHECKLIST</i>	<b>Verifiable progress since March 2008</b>		<i>COMMENTS</i>
	Yes	No	
Co-operation with ongoing change/modernisation	✓		<ul style="list-style-type: none"> <li>• Co-operation with the programme for the roll out of the HR/Payroll/Superannuation system</li> <li>• Discussions taking place with regard to the rationalisation of the Revenue Collection function</li> <li>• Co-operation of staff in relation to outsourcing</li> </ul>
Staff flexibility in the light of changed business requirements/ alterations in work procedures as necessary	✓		<ul style="list-style-type: none"> <li>• Ongoing co-operation of staff in relation to their changing roles arising from the roll out of Public Private Partnership in the Sanitary Services area, e.g. the Non Domestic Water Metering Project and the South Leinster Bundle.</li> <li>• Arising from Wicklow County Council's entry into "CAMP", two duty Control Operators have assumed new roles</li> <li>• Ongoing co-operation of staff with the use of new technology</li> <li>• Co-operation of staff with the proposed new HR/Payroll/Superannuation system</li> </ul>
Enhanced team working	✓		<ul style="list-style-type: none"> <li>• Ongoing participation of staff in multi disciplined teams</li> <li>• Ongoing commitment of staff to team working</li> <li>• Ongoing commitment of staff to cross-functional working</li> </ul>
Outsourcing	✓		<ul style="list-style-type: none"> <li>• Greystones Harbour Project being progressed by way of PPP</li> <li>• Swimming pool projects for Bray and Greystones contracted out</li> <li>• Continued outsourcing of the operation and maintenance of some Sanitary Schemes</li> </ul>

Redeployment of staff	✓		<ul style="list-style-type: none"> <li>• It is anticipated that some former Revenue Collectors may be redeployed following the rationalisation of the Revenue Collection Service</li> <li>• Two Duty Control Operators recently redeployed following Wicklow County Council's entry into "CAMP"</li> </ul>
Enhanced attendance at work	✓		<ul style="list-style-type: none"> <li>• Roll out of the new Attendance Management Policy is in progress</li> </ul>
Introduction of new work practices	✓		<ul style="list-style-type: none"> <li>• Ongoing co-operation with new technology</li> <li>• Discussions taking place with regard to the restructuring of the Revenue Collection Service</li> <li>• In the context of the procurement of some Water Service projects by way of DBO, it is accepted that the role of Water/Sewerage Caretaker may change to that of Network Management etc.</li> </ul>
Enhanced links with local community	✓		<ul style="list-style-type: none"> <li>• Ongoing support to the Aughrim Tidy Towns Committee who have recently won a number of national and international awards</li> <li>• Increase in 2008 budget for Community Grants</li> <li>• Establishment and support of a number of new consultative forums, e.g. Disability Forum, Older Persons Forum</li> <li>• Establishment of the Greystones Harbour Users Liaison Group</li> <li>• Links between the Council's Library Service and the Traveller Interagency Group</li> </ul>
Provision of information required by Service Indicator process	✓		<ul style="list-style-type: none"> <li>• Service Indicator Returns for period to 31/12/07 submitted to the LGMSB in a timely manner</li> <li>• Service Indicator Implementation team continues to meet on a regular basis</li> </ul>
Industrial relations climate enhancement	✓		<ul style="list-style-type: none"> <li>• Confirmed participation by Union/Management/Staff in the Significant Change Group Meetings</li> <li>• Active Workplace Partnership Committee in place</li> <li>• Regular Union/Management meetings held</li> <li>• Industrial Relations matters that can't be resolved locally are referred to the LRC/Labour Court</li> </ul>
Extended opening hours/enhanced customer service	✓		<ul style="list-style-type: none"> <li>• Opening hours at Carnew Library extended</li> <li>• Working group established under the auspices of Workplace Partnership to examine options re further Customer Consultation</li> </ul>
Better use of IT	✓		<ul style="list-style-type: none"> <li>• Enhancement of Council's website in progress</li> <li>• Wicklow County Council short listed for best Local Irish eGovernment Award 2008</li> <li>• Use of on-line Customer Surveys</li> <li>• Roll-out of Broadband through Metropolitan Area Networks (Blessington, Kilcoole/Newtownmountkennedy)</li> </ul>

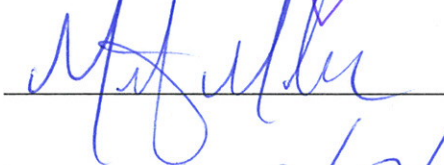
Better service to marginalised groups	✓	<ul style="list-style-type: none"> <li>• Promoting a positive approach to diversity culture across the organisation, e.g. Traveller Cultural awareness training/disability awareness training</li> <li>• Development of a traveller apprenticeship programme in WCC</li> <li>• Engagement of a traveller accommodation sustainment worker, employed by Bray Travellers Group, to support the work of the Housing Section of Wicklow Local Authorities</li> <li>• Recent employment of Access Officer</li> <li>• Access Audit of towns/streetscapes completed</li> </ul>
Expanded options for customer payments	✓	<ul style="list-style-type: none"> <li>• Roll out of bill pay for circa 2000 rent customers on target for the third quarter of 2008</li> <li>• Back office configuration and integration with Financial Management System complete – anticipated processing of receipts scheduled from next issue of non-domestic water charges</li> </ul>
Participation in e-procurement	✓	<ul style="list-style-type: none"> <li>• On-line Management System for administration and payment of mobile phone account has been tested and implemented. Consideration being given to hosting this system as a shared-service</li> <li>• LA Quote being used for the compilation of the Machinery/Materials tender list</li> </ul>
Enhanced Website	✓	<ul style="list-style-type: none"> <li>• Launch of enhanced Wicklow LA website scheduled for third quarter of 2008</li> <li>• Continued improvement in access to on-line services, e.g. surveys, on-line Council meetings as well as ePlanning initiatives</li> <li>• Enhanced use of contact management system both in the Non Domestic Water Metering Project and Environmental monitoring</li> </ul>
Examination of the potential for shared services as per recommendations of Review Group	✓	<ul style="list-style-type: none"> <li>• Preparatory work undertaken in order to facilitate the roll out of the HR/Payroll/Superannuation System in 2009 – Implementation/Steering Group established</li> </ul>
Staff Training	✓	<ul style="list-style-type: none"> <li>• Training needs identified through PMDS being addressed</li> </ul>
Open Recruitment	✓	<ul style="list-style-type: none"> <li>• Open recruitment for the appropriate Clerical/Admin. grades to be monitored and implemented in accordance with DOEHLG Circulars</li> </ul>
Implementation of PMDS	✓	<ul style="list-style-type: none"> <li>• PMDS substantially rolled out</li> <li>• PMDS being reviewed by relevant Departments on an ongoing basis</li> </ul>
Health & Safety Enhancement	✓	<ul style="list-style-type: none"> <li>• Corporate Safety Statement recently reviewed</li> <li>• Ancillary Safety Statements being reviewed</li> </ul>

Equality	✓	<ul style="list-style-type: none"> <li>• Local survey recently conducted on staff awareness levels of the Council's suite of Dignity at Work policies and procedures</li> <li>• Ongoing consideration of applications from staff for various Work/Life balance options</li> <li>• Implementation of Wicklow Disability Plan</li> <li>• Recent recruitment of Access Officer</li> </ul>
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Signed:

  
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(Chairs) Partnership Committee

  
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02/07/2008