

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	✓		<ul style="list-style-type: none"> • Extended the mobile library service from 33 to 34 service points
Staff flexibility in the light of changed business requirements/ alterations in work procedures as necessary	✓		<ul style="list-style-type: none"> • Co-operation with the introduction of CAMP • Co-operation with PPP/DBO Projects
Enhanced team working	✓		<ul style="list-style-type: none"> • Continued cross-functional working • Continued commitment to team working • Continued participation in multi disciplined teams
Outsourcing	✓		<ul style="list-style-type: none"> • Co-operation with PPP/DBO Projects • Co-operation with the introduction of CAMP
Redeployment of staff	✓		<ul style="list-style-type: none"> • 2 Duty Control Officers redeployed following the introduction of "CAMP"
Enhanced attendance at work	✓		<ul style="list-style-type: none"> • Arrangements being made to roll out the "Attendance Management" document
Introduction of new work practices	✓		<ul style="list-style-type: none"> • Co-operation with the South Leinster Bundle DBO • Co-operation with the Non Domestic Water Metering Project • Co-operation with restructuring of Revenue Collector Function
Enhanced links with local community	✓		<ul style="list-style-type: none"> • Library Service works closely with the Traveller Interagency Group • Library Service enhancing stock of books etc, for non-nationals • In order to improve service delivery in the County, action research has been carried out with two communities in County Wicklow (Rathdrum and Charlesland, Greystones) on improved service delivery to the areas. This research is to act as a template for work with other communities in the County • Enhanced links with young people with their active participation in the provision of a skate park project. The youth reps are now involved in the management and regulation of the skate park.
Provision of information required by Service Indicator process	✓		<ul style="list-style-type: none"> • Service Indicator Implementation Team continues to meet on a regular basis • Service Indicator Returns for period to 31/9/07 prepared and being verified by each department.

Industrial relations climate enhancement	✓		<ul style="list-style-type: none"> • Regular Union/Management Meetings held • Continued participation by Management, Unions & staff in the Significant Change Group Meetings • IR issues are initially addressed at local level • If issues cannot be addressed locally they are referred to the LRC/Labour Court
Extended opening hours/enhanced customer service	✓		<ul style="list-style-type: none"> • Proposal to relocate Carnew Library leading to improved library service facilities • Proposal to extend opening hours at Carnew Library in March 2008 • Recently extended opening hours in Enniskerry Library • Extended the Mobile Library Service from 33 to 34 service points • Live webcasting of Council Meetings
Better use of IT	✓		<ul style="list-style-type: none"> • Broadband extended to all 13 libraries in the county in 2007 • DOEHLG initiative has enabled access to Irish Times archive in any branch library
Better service to marginalised groups	✓		<ul style="list-style-type: none"> • Wicklow Disability Implementation Plan being finalised • Library service works closely with the Traveller Interagency Groups • Ongoing work to improve access to public buildings
Expanded options for customer payments	✓		<ul style="list-style-type: none"> • Plans to rollout “Bill-pay” option for customers that would be especially beneficial to our c2000 rent customers • Work has begun on the introduction of online payments for major revenue streams • Improved customer service with dedicated team for non domestic water charges and metering
Participation in e-procurement	✓		<ul style="list-style-type: none"> • Continued successful use of LA Quotes (for annual machinery list) • Preliminary work commenced on Corporate Procurement policy and plan which would herald greater use of e-procurement measures
Enhanced Website	✓		<ul style="list-style-type: none"> • Enhanced access to online service e.g. Commuter Survey online databases, etc. • Implementation of Contact Management System • Accessibility standards and compliance
Examination of the potential for shared services as per recommendations or Review Group	✓		<ul style="list-style-type: none"> • Feasibility of extension of Shared Services in payroll area in preparation for HR/Payroll/Superannuation being examined
Staff Training	✓		<ul style="list-style-type: none"> • Training needs identified through PMDS being addressed

TM/LOB

13th December 2007

Ms. Chris Gavigan/Mr. Matt Merrigan,
Joint Chairs LANPAG,
2nd Floor,
Cumberland House,
Fenian Street,
Dublin 2.

Re: Towards 2016 (June 2007 – February 2008/Wicklow Local Authorities Progress Report)

Dear Chairpersons,

I refer to your correspondence dated 31st October 2007 in relation to the above matter and enclose herewith as requested a completed checklist signed by the Joint Chairs of the Local Workplace Partnership Committee which highlights recent progress achieved by Wicklow Local Authorities.

The attached checklist referred to above together with this Progress Report set out hereunder demonstrates that there has been verifiable productivity, efficiency and effectiveness gains achieved by Wicklow Local Authorities during the period covered and in this regard, I set out hereunder some examples under 6 separate headings for your information viz:-

Enhanced Customer Services

- Further development of on-line access to services by customers including:
 - The live webcasting of Council meetings
 - Information on Planning Services for each local authority in Wicklow includes database and GIS
 - Information on housing services for each local authority in Wicklow currently includes information on options and forms
- Progress being made on the roll out of Broadband in the towns of Kilcoole, Newtownmountkennedy and Blessington
- Significant progress being made on the Swimming Pool/Community Centre Project for Greystones
- Significant progress being made on the Swimming Pool project for Bray
- Mobile Library Service extended from 33 to 34 service points

Organisational Change and Innovation under Towards 2016

- Local working group established to progress the roll out of water metering, billing and collection in respect of the Non-Domestic Water Metering Project across all Wicklow Local Authorities
- Discussions being held with some staff in relation to their changing roles as a result of the procurement of some Water Services Projects by means of DBO
- Significant Change Group comprising reps from Management, Unions and Staff meets on a regular basis to discuss issues in relation to Organisational Change
- Discussions taking place with the Revenue Collectors/Impact in relation to the Rationalisation/Restructuring of the Revenue Collection Function
- The Fire Service and the Library Service have recently been restructured
- Ongoing co-operation of all staff with PMDS
- Completion of a local Anti-Poverty Strategy
- Ongoing development of Safety Management Systems

Value for Money/Efficiency/Effectiveness

- Co-operation with the outsourcing of Water Services projects is being achieved under the auspices of Workplace Partnership
- Wicklow Local Authorities have modern Financial Management Systems in place
- Work is ongoing in the “Costing of Services” project
- There is considerable co-operation between the Wicklow Local Authorities in relation to the sharing of services such as ICT, Human Resources etc
- Staff co-operating with measures to improve Value for Money
- Wicklow County Council has recently established an “Audit Committee” in accordance with the requirements of the Department of the Environment, Heritage & Local Government.
- Wicklow Local Authorities have fully embraced the National Service Indicator Project and have made the relevant returns to the Local Government Management Services Board on a timely basis.

The above examples represent a sample of the commitment of the staff of Wicklow Local Authorities to the Modernisation/Change Programme which has been on-going over a considerable period of time.

In addition, I wish to confirm that industrial peace continues to be maintained in Wicklow Local Authorities.

In my initial progress report to you under the Towards 2016 verification process I indicated to you that the Wicklow Local Authorities Action Plan/Progress Report (1st December 2006 – 31st May 2007) had not been formally accepted by the Retained Fire Service.

Since then a number of meetings between Management and SIPTU who are representing the Retained Firefighters, have taken place and I am pleased to advise you that SIPTU has now confirmed in writing its agreement with the Action Plan/Progress Report.

LOCAL AUTHORITY PROGRESS REPORTS
(March 2008 Payment)

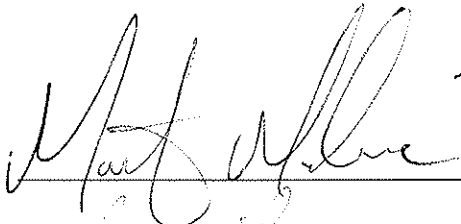
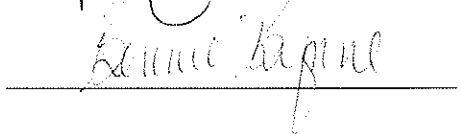
INDICATOR CHECKLIST	Verifiable progress since June 2007		Comments (if any)
	Yes	No	
Co-operation with ongoing change/modernisation	3		<ul style="list-style-type: none"> Extended the mobile library service from 33 to 34 service points
Staff flexibility in the light of changed business requirements/ alterations in work procedures as necessary	3		<ul style="list-style-type: none"> Co-operation with the introduction of CAMP Co-operation with PPP/DBO Projects
Enhanced team working	3		<ul style="list-style-type: none"> Continued cross-functional working Continued commitment to team working Continued participation in multi disciplined teams
Outsourcing	3		
Redeployment of staff	3		<ul style="list-style-type: none"> 2 Duty Control Officers redeployed following the introduction of "CAMP"
Enhanced attendance at work	3		<ul style="list-style-type: none"> Arrangements being made to roll out the "Attendance Management" document
Introduction of new work practices	3		<ul style="list-style-type: none"> Co-operation with the South Leinster Bundle DBO Co-operation with the Non Domestic Water Metering Project Co-operation with restructuring of Revenue Collector Function
Enhanced links with local community	3		<ul style="list-style-type: none"> Library Service works closely with the Traveller Interagency Group Library Service enhancing stock of books etc, for non-nationals In order to improve service delivery in the County, action research has been carried out with two communities in County Wicklow (Rathdrum and Charlesland, Greystones) on improved service delivery to the areas. This research is to act as a template for work with other communities in the County Enhanced links with young people with their active participation in the provision of a skate park project. The youth reps are now involved in the management and regulation of the skate park.
Provision of information required by Service Indicator process	3		<ul style="list-style-type: none"> Service Indicator Implementation Team continues to meet on a regular basis Service Indicator Returns for period to 31/9/07 prepared and being verified by each department.

Staff Training	3		<ul style="list-style-type: none"> • Training needs identified through PMDS being addressed
Open Recruitment			
Implementation of PMDS	3		<ul style="list-style-type: none"> • PMDS almost fully rolled out • PMDS being reviewed by relevant departments on an ongoing basis.
Health & Safety Enhancement	3		<ul style="list-style-type: none"> • Parent Safety Statement being reviewed • Ancillary Safety Statements being reviewed
Equality	3		<ul style="list-style-type: none"> • Wicklow Disability Implementation Plan being finalised • Considering Traveller Employment Initiatives

Signed: _____ (Chairs) Partnership Committee

Open Recruitment			<ul style="list-style-type: none"> • Awaiting outcome of National Discussions
Implementation of PMDS	✓		<ul style="list-style-type: none"> • PMDS almost fully rolled out • PMDS being reviewed by relevant departments on an ongoing basis.
Health & Safety Enhancement	✓		<ul style="list-style-type: none"> • Parent Safety Statement being reviewed • Ancillary Safety Statements being reviewed
Equality	✓		<ul style="list-style-type: none"> • Wicklow Disability Implementation Plan being finalised • Considering Traveller Employment Initiatives

Signed:

 - Chair Joint Chair
 (Chair) Partnership Committee


13 Dec 07