Rialtas na hÉireann
Government of Ireland

Local Authority Action Plan – Progress Report (October 2022)

Prepared by the Department of Housing, Local Government and Heritage

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Action Plan Reporting Template

OVERVIEW

PRIORITY 1 Improving access to services and increased flexibility in our resourcing model to deliver better services

Action	Outcome	Timeframe	Measure	Owner (Dept./Body/Section)	Previously anticipated achievement by October 2022	Progress report October 2022
1.5 .2(2) Co-operation by all staff with the development and implementation of online service options for the delivery of local authority services	Improved service delivery to clients	Q1 2021- Q4 2022	Implementation of new service delivery models	DHLGH	Continuing implementation of changes at local authority level.	The Union side has confirmed its commitment to co-operation and no issues have arisen to date.
1.5.3(1) 1.5.3(2) Continued cooperation with staff reassignment where required to meet critical demands as they arise (e.g. Covid19 response). Cooperation with the retention of the temporary assignment policy	Ensuring essential service can continue to be delivered at specific times where required	Q1 2021 – Q4 2022	Ensuring essential service can continue to be delivered at specific times where required	DHLGH	No required reporting as pandemic issues have receded.	The Union side continued its commitment to co-operation to ongoing responses to the Covid-19 pandemic and will support same if such requirements arise going forward.
1.3.3, 1.3.5, 1.5.3(1), 1.5.2(1) Extending and expanding the assignment of staff within local authorities and the assignment across local authorities where required	Ensuring services can continue to be delivered at specific times where required	Q1 2021 – Q4 2022	Policy live and in operation.	DHLGH	Has not been required to date.	This has been accepted in principle; both Management and Union sides have agreed that any redeployment envisaged by the Sectoral Action Plan relating to redeployment across county boundaries will require advance consultation with the appropriate union.
1.5.2(2) Acceptance of the implementation of the My Open Library Programme across the sector as a whole	Improved service delivery to clients	Q1 2021-Q4 2022	Implementation of Open Libraries across the sector.	DHLGH	Ongoing implementation.	Both sides have engaged on this and are proceeding to finalise proposal for the implementation of Open Libraries reflecting the agreement between the parties

PRIORITY 2 The potential for technology to transform service delivery

Further embrace and support the use of technology through:

- Engagement with new and emerging technology
- Streamlined processes and procedures, including automation, redesign and digitalisation
- Upskilling and reskilling

Action	Outcome	Timeframe	Measure	Owner (Dept./Body/Section)	Previously anticipated achievement by October 2022	Progress report update and achievements October 2022
1.4.1, 1.3.5 **Shared and common services** Cooperation with the continued move towards greater use of shared and common services	Economies of scale, rationalisation, common platforms, supports collaboration, enhanced productivity,	Q1 2021 – Q4 2022	Numbers of initiatives being implemented using shared or common services.	DHLGH	Ongoing co-operation	The Union side has confirmed its commitment to co-operation and no issues have arisen to date.
Cooperation with move to common delivery of utility ICT services, infrastructures and applications.	Greater levels of innovation and capacity to adopt new digital workplace tools and solutions, will be enabled through upskilling/ reskilling of staff with higher levels of ICT and digital literacy skills					

1.4.1 **New and emerging technology** Acceptance of new ways of working that move away from traditional models of service provision in the delivery of local authority services including process redesign enabling digital service delivery and digital processing, advanced CRM and data analytics and the implementation of Robotic Process Automation	More efficient and environmentally friendly service delivery	Q1 2021- Q4 2022	Greater levels of automation and digital innovation. Address numbers in transactional areas.	DHLGH	Numbers of initiatives being implemented using new or emerging technology.	The Union side has confirmed its commitment to co-operation and no issues have arisen to date
1.4.1 **New and emerging technology** Acceptance of the elimination of paper pay slips for all staff and the implementation of online pay slips for all staff	More efficient and environmentally friendly service delivery	Q4 2022	Elimination of pay slips.	DHLGH	Ongoing development of new technology to enable on line access.	Both sides accept that this will require further discussion between the parties in relation to the implementation of on line payslips
1.4.1 **New and emerging technology** Acceptance of fortnightly pay schedules for retained firefighters	Rationalisation of existing service demands	Q4 2022		DHLGH	Discussions ongoing.	Both sides accept that this his will require further discussion between the parties in relation to the implementation of fortnightly pay periods for retained firefighters
1.4.1						

New and emerging technology Co-operation by all staff with the development and implementation of online attendance and payroll systems	Rationalisation of existing service demands	Q4 2022		DHLGH	Significant progress to development of pilot.	This is ongoing.
1.4.1 **New and emerging technology** Implementation of handheld technology for staff engaged in service delivery external to office locations	Improvements in service delivery	Q1 2021-Q4 2022		DHLGH	Implementation of new health & safety system.	The Union side has confirmed its commitment to co-operation; however, this will require further technological development in order to proceed.
1.4.1 **New and emerging technology** Implementation of national telematics policy and development of more efficient use of vehicles based on data provided.	More efficient and climate friendly use of vehicle resources	Q1 2021-Q4 2022	Implementation	DHLGH		Ongoing in a number of local authorities.

PRIORITY 3 Flexibility and Strengthening Capacity						
Action	**Outcome**	**Timeframe**	**Measure**	**Owner (Dept./Body/Section)**	**Previously anticipated achievement by October 2022**	**Progress report update and achievements October 2022**
1.3.1(4), 1.3.5(4), 1.5.4(5) **Flexible working** Agreement to work with departments/offices in relation to revised or new flexible working arrangements. This will include, but is not limited to the following: Blended working policies	Increased flexibility for employee, employer and better services to the public	Q1 2021 - Q4 2022	Blended Working Policy Framework agreed Blended working policy in place in sector Cooperation in relation to revised or new flexible working arrangements including agreement on blended working policies and associated changes to work practices.	DHLGH	Commencement of implementation of blended working in the local authority sector.	Significant progress on the implementation of blended working in the sector.
1.3.1(4), 1.3.5(4), 1.5.4(5) **Accommodation** Full cooperation with any changes to property utilisation required by departments to support their business , including preparatory changes aimed at making better and/or more efficient use of office space. This specifically includes changes in office space resulting from flexible ways of working (e.g. blended working.) This may mean, but is not limited to the following:	More efficient use of capital resources and reduction in overhead costs.	Q1 2021 - Q4 2022	Co-operation with changes to associated working practices and changes to accommodation to deliver efficiencies.	DHLGH		Co-operation on better utilisation of office space.

Agile, open plan accommodation (at all grades): Optimising the utilisation of desks through no automatic right to a designated workstation: Optimising office floor plates through no automatic right to single occupancy office for any grade: Colocation across local authorities when required:						
1.3.3 **Organisational Reviews** Acceptance of mainstreaming Strategic Workforce Planning to ensure that the local government sector has the capability and capacity required to deliver on its strategic goals and objectives in the coming years. The workforce planning exercise will also reflect the development of appropriate qualifications to reflect the changing role requirements to deliver on strategic objectives of the sector		Q1 2021-Q4 2022				Discussions to take place between the parties on this, both at local and national level.

1.3.3, 1.5.2, 1.4.1(3) **Professionalization** Cooperation with the development of strategies for further professionalization of functional expertise Co-operation with the implementation of current ICT strategies in place.	Accelerate the professionalization of functions through defined strategies, including functional career paths	Q1 2021-Q4 2022	Number of Functional Development Strategies across Local Authorities Number of "defined specialist career paths" in local authorities Number of specialist competitions	DHLGH		Discussions are taking place between the parties on this at national level.

PRIORITY 4 Business/operational/policy changes leading to internal efficiencies						
Action	**Outcome**	**Timeframe**	**Measure**	**Owner (Dept./Body/Section)**	**Previously anticipated achievement by October 20222**	**Progress report update and achievements October 2022**
1.3.3 Acceptance of reassignment to new roles because of structural changes or implementation of new technology	More efficient delivery of services	Q4 2022		DHLGH		It is accepted by all parties that the Local Authority Sectoral Action Plan will take full cognisance and have full regard to existing collective agreements and processes between the parties on these issues.
1.5.4 Continuing consultation and co-operation with the implementation of CTRI in retained and full-time fire services	More efficient delivery of services	Q4 2022		DHLGH		It is accepted by all parties that the Local Authority Sectoral Action Plan will take full cognisance and have full regard to existing collective agreements and processes between the parties on these issues.
1.5.4 Continuing consultation and co-operation with the implementation of "Keeping Communities Safe- a Framework for Fire Safety in Ireland" in retained and full-time fire services	More efficient delivery of services	Q4 2022		DHLGH		It is accepted by all parties that the Local Authority Sectoral Action Plan will take full cognisance and have full regard to existing collective agreements and processes between the parties on these issues.

Graham Doyle
Secretary General

4 October 2022

Department of Housing, Local Government and Heritage

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