Rialtas na hÉireann
Government of Ireland

# Local Authority Action Plan – Progress Report (October 2023)

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 2023 | Progress report October 2023 |
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| **1.5 .2(2)**<br><br>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 2023 | Implementation of new service delivery models | DHLGH | Continuing implementation of changes at local authority level | Continuing commitment to co-operation and no issues have arisen. |
| **1.5.3(1) 1.5.3(2)**<br><br>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 2023 | Ensuring essential service can continue to be delivered at specific times where required | DHLGH | Is not required | The Union side continue 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)**<br><br>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 2023 | Policy live and in operation. | DHLGH | Has not been required to date | It is accepted by both Management and Union sides 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)**<br><br>Acceptance of the implementation of the My Open Library Programme across the sector as a whole | Improved service delivery to clients | Q1 2021- Q4 2023 | Implementation of Open Libraries across the sector. | DHLGH | On going implementation | The Union side has confirmed its commitment to co-operation and no issues have arisen to date. |

**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 February 2022 | Progress report update and achievements October 2023 |
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| **1.4.1, 1.3.5**<br><br>**Shared and common services** | | | | | Ongoing co-operation | |
| 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 2023 | Numbers of initiatives being implemented using shared or common services. | DHLGH | | 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 | | | | | The Union side has confirmed its commitment to co-operation and no issues have arisen to date. |

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| **1.4.1**<br><br>**New and emerging technology**<br><br>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 2023 | 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 co-operated with local initiatives and no issues have arisen to date. |
| **1.4.1**<br><br>**New and emerging technology**<br><br>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 | Q1 2021- Q4 2023 | 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**<br><br>**New and emerging technology**<br><br>Acceptance of fortnightly pay schedules for retained firefighters | Rationalisation of existing service demands | Q1 2021- Q4 2023 | | DHLGH | Discussions ongoing | Recent WRC engagement has included the implementation of fortnightly pay periods for retained firefighters. |
| **1.4.1** | | | | | | This is ongoing. |

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| **New and emerging technology**<br><br>Co-operation by all staff with the development and implementation of online attendance and payroll systems | Rationalisation of existing service demands | Q1 2021- Q4 2023 | | DHLGH | progessing development | |
| **1.4.1**<br><br>**New and emerging technology**<br><br>Implementation of handheld technology for staff engaged in service delivery external to office locations | Improvements in service delivery | Q1 2021- Q4 2023 | | 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**<br><br>**New and emerging technology**<br><br>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 2023 | Implementation | DHLGH | | Ongoing in local authorities. |

| PRIORITY 3 Flexibility and Strengthening Capacity | | | | | | |
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| **Action** | **Outcome** | **Timeframe** | **Measure** | **Owner (Dept./Body/Section)** | **Previously anticipated achievement by February 2022** | **Progress report update and achievements October 2023** |
| **1.3.1(4), 1.3.5(4), 1.5.4(5)**<br><br>**Flexible working**<br><br>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:<br><br>Blended working policies | Increased flexibility for employee, employer and better services to the public | Q1 2021 - Q4 2022 | Blended Working Policy Framework agreed<br><br>Blended working policy in place in sector<br><br>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 | Implementation of blended working completed in the sector. Commitment to review of same. |
| **1.3.1(4), 1.3.5(4), 1.5.4(5)**<br><br>**Accommodation**<br><br>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.<br><br>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. |

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| Agile, open plan accommodation (at all grades):<br><br>Optimising the utilisation of desks through no automatic right to a designated workstation:<br><br>Optimising office floor plates through no automatic right to single occupancy office for any grade:<br><br>Colocation across local authorities when required: | | | | | | |
| **1.3.3**<br><br>**Organisational Reviews**<br><br>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. |

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| **1.3.3, 1.5.2, 1.4.1(3)**<br><br>**Professionalization**<br><br>Cooperation with the development of strategies for further professionalization of functional expertise<br><br>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<br><br>Number of "defined specialist career paths" in local authorities<br><br>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 | | | | | | |
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| **Action** | **Outcome** | **Timeframe** | **Measure** | **Owner (Dept./Body/Section)** | **Previously anticipated achievement by February 20222** | **Progress report update and achievements October 2023** |
| **1.3.3**<br><br>Acceptance of reassignment to new roles because of structural changes or implementation of new technology | More efficient delivery of services | Q4 2022 | | DHLGH | Ongoing | 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**<br><br>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 | Ongoing | 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<br><br>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 | Ongoing | 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

18 October 2023

Department of Housing, Local Government and Heritage

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