

Joint LGCSB/LGMSB Action Plan 2010 - 2014

1. Better Human Resource Management:

Terms of the Public Service Agreement 2010-2014	Action	Timeframe	Benefits arising 2010 - 2014
REVIEW OF STAFFING LEVELS AND STRUCTURES			
1.4	Standardisation of the working week across the agency.	Ongoing throughout the agreements.	Maximise efficiency and productivity, and improve the delivery of customer services.
4.18	FÁS Work Placement Programme: Research Participation in this placement programme.	End 2011	Enhancing service delivery. .
4.3	Comply with Redeployment guidelines	Ongoing throughout the agreement.	Increased efficiency & effectiveness
MANAGEMENT PERFORMANCE			
4.4	Alternative work practices or patterns of attendance will be implemented as necessary, with prior consultation. A review of the existing flexi-time system will be undertaken.	Ongoing throughout the Agreement.	Improved flexibility, effectiveness and efficiency in the provision of services to our customers.
4.7	Work-life balance initiatives: We are committed to providing a range of appropriate flexible working arrangements to help staff combine employment with other responsibilities and achieve a greater work-life balance. The balance between meeting our strategic and business objectives and the high levels of flexibility of these initiatives will be assessed	Ongoing throughout the Agreement.	Improved efficiency & effectiveness in service delivery.

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1.4	<p>Managing Sick Leave: Better management of sick leave, together with the uniform application of sick leave arrangements and enhanced attendance management policy. This will include an examination of the current uncertified sick leave arrangements in the context of a national review.</p>	Ongoing throughout the Agreement.	Greater productivity and efficiency.
4.12	<p>Performance and Skills: In line with the commitment to introduce significantly improved performance management the Performance Management and Development system will be strengthened with promotion and incremental progression linked in all cases to performance and implementation of appropriate systems to address under-performance, including, where appropriate, training.</p>	Ongoing throughout the Agreement.	Active management of staff and organisation performance.
1.13/4.12	<p>Performance and Skill: Providing HR training for line managers to assist better management of performance and conduct, and to address underperformance including where appropriate, training, or, where necessary, through disciplinary procedures.</p>	Mid 2012.	Improved productivity and efficiency.
1.1/1.4	<p>Restructuring: Continued delivery of services and implementation of necessary measures/efficiencies in service delivery in the context of the significant reduction in staff levels in the two organisations including the closure of remote offices.</p>	Throughout the duration of the agreement.	<p>Ensure continued delivery of services in the context of reduced staff levels.</p> <p>Greater efficiencies in the delivery of</p>

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5.3	Establishment of Local Government Management Agency: Merge Local Government Management Services Board and Local Government Computer Services Board into a new agency with a stronger shared service potential for the local government Sector.	June 2011 (Taking account of the enactment of the necessary legislation).	services to local authorities.
5.3	<ul style="list-style-type: none"> • Management of HR aspects of merger through P&Ps, IR etc - Introduction of standard employment policies and procedures and IR negotiations; 	June 2011	
5.3	<ul style="list-style-type: none"> • Rationalise Corporate Service Function; 	June 2011	
5.3	<ul style="list-style-type: none"> • Redeployment of staff within Agency to meet service requirements - HPS System/Full roll-out of Core System; • Conduct workforce planning to identify service needs and priorities/developments of skills mix; • Review provision of support services; • Introductions of standard systems across the LGMA where appropriate. 	June 2011	

2. Better Business processes: Actions under this heading include efficiency measures including procurement, revisions to business process, reconfigurations and other changes to service delivery options, including sharing of service, revisions to regulatory / inspection actions, etc.

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	Rationalise project portfolio & BPI	Throughout the duration of the agreement.	Improved effectiveness

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1.9	Single unit will provide: • shared financial service for both LGCSB & LGMSB	2011	Increased efficiency & effectiveness
1.9	• shared T&S service for both LGCSB & LGMSB	2011	Increased efficiency & effectiveness
1.9	• shared payroll service for both LGCSB & LGMSB	2011	Increased efficiency & effectiveness
1.9	• shared HR service for both LGCSB & LGMSB	2011	Increased efficiency & effectiveness
1.9	• pension service for both LGCSB & LGMSB	2011	Increased efficiency & effectiveness
1.9	• corporate service for both LGCSB & LGMSB	2011	Increased efficiency & effectiveness
1.9	• shared reception & Help Desk service for both LGCSB & LGMSB	2011	Increased efficiency & effectiveness
1.9	Use the Agresso financial management system for both organisations	2011	Save the annual support and maintenance cost of the Sage financial management system
1.9	Use the Core Payroll module for both organisations		Save the annual support and maintenance cost of the Sage Payroll system
1.9	Introduce ITIL processes and supporting software to both organisations	2011	Improve the quality of the help desk services provided to the customers of both organisations
1.9	Introduce Virtualisation to both organisations	2011	Save on server and energy costs
	Implement single Corporate entity following enactment of legislation giving effect to the merger of LGCSB & LGMSB	2011	<ul style="list-style-type: none"> • Single company in agresso FMS – thereby saving on effort • Save cost of a LG Audit for one organisation • Save on the cost of producing an annual report for one organisation

3. Delivering for the Citizen:

Terms of the Public Service Agreement 2010-2014	Action	Timeframe	Benefits arising 2010 - 2014
4.13	Board is Developing an Interface to exploit the potential of amalgamating disparate LA TwitterWeb 2.0 solutions into a single interface.	2011	Increase in ease of use of LA web sites
4.13	Board will review the future of the Planning systems in Local Authorities – and implement required changes..	Over the duration of the agreement	Improved efficiency & effectiveness of the planning service provided by LAs due to improved ICT systems
4.13	Board will undertake an exercise to review all Local Authority Websites and Public Interfaces for potential shared services, Web 2.0 Integration and the potential for Open Source alternatives.	2011 onwards	Improved efficiency and quality in the delivery of information and services via LA web sites
4.13	Board and the Department are working on a Shared Irish Language / Irish Forms Website	2011	Increased effectiveness in the delivery of services to the citizen through the Irish language
1.9	Single unit will provide shared reception & Help Desk service for both LGCSB & LGMSB	2011	Increased efficiency & effectiveness