

**Comhairle Contae Thiobraid Árann Thuaidh**

**North Tipperary County Council  
CORPORATE PLAN**

**2010 – 2014**



*Comhairle Contae Thiobraid Árann Thuaidh*  
*North Tipperary County Council*

**IMPLEMENTATION PLAN TO  
31<sup>st</sup> December, 2010  
BASED ON BUSINESS ACTION PLAN FOR 2010**

*'ag obair leis an bpobal'*  
*'working with the community'*

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# **Introduction**

North Tipperary County Council adopted its Corporate Plan on the 28<sup>th</sup> April, 2010. The Plan provides a framework for the organisation for the period 2010 – 2014, setting out the organisation's agreed mission, goals and objectives in respect of its many functions and activities. Bi-annual reports will be presented to the Council, outlining achievements in respect of the various strategies and recommending amendments to some strategies, as required.

The current report is an Implementation Plan detailing progress to 31<sup>st</sup> December 2010 on the achievement of the targets set out in the Business Action Plan for 2010.

**Joe MacGrath,**

**County Manager**

**April 2011**

## Roads & Transportation

Our Goal	<b>To provide a safe and effective transportation infrastructure network within the county to serve the commercial and social needs of its users in accordance with local and national policies</b>		
No	Strategy	For 2010	31 <sup>st</sup> December 2010
1	<p><b>Major inter urban routes</b></p> <p>To facilitate the infrastructural projects contained in the National Development Plan as relevant to the county.</p>	<p>1. To liaise with the Lead Authorities for the relevant projects and affected landowners along the routes to progress these schemes as rapidly as possible.</p>	<p>The two sections of the M7 Motorway through North Tipperary were opened in 2010. The 30 Km stretch between Nenagh and Limerick was officially opened by Minister for Transport, Noel Dempsey, on the 28<sup>th</sup> September 2010.</p> <p>The section between Nenagh and Castletown (26 Km in North Tipperary) was opened to traffic on Wednesday 22<sup>nd</sup> December 2010.</p> <p>Both the M7 and M8 motorway sections through Tipperary are now complete. The completion of these schemes was an important milestone in linking the Mid West and Dublin.</p>
2	<p><b>Roadworks Programme</b></p> <p>To effectively implement the current 5 year plan for the surface restoration and reconstruction of non-national roads.</p>	<p>1. To complete the 2010 Roadworks Programme within the most effective timeframe and on budget.</p> <p>2. To continue programme of upgrading directional signposting on regional roads in the county.</p> <p>3. To continue programme of installing road studs (cats eyes) on all the regional roads in the county.</p>	<p>1. Achieved.</p> <p>2. To date signage has been installed on 160km of Regional roads within the county. Signs have been purchased and are currently being installed on a further 49km of Regional roads. The remaining balance of 138km of regional road is currently being designed with the intention of purchasing and installing these signs before the end of 2011.</p> <p>3. The programme of studding has been completed on all of the roads which are ready for studding at the present time.</p>

<b>Roads &amp; Transportation (cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>3</b>	<p><b>CARS and LIS</b></p> <p>To progress the implementation of Community Assisted and Local Improvement Schemes in accordance with the priority list and in consultation with elected representatives and local groups</p>	<p>1. To complete the programme of works within the most effective timeframe and on budget.</p>	<p>4 CARS schemes were completed in 2010. The total cost of the projects was €210,987.34 which includes Local Contributions of €43,090.73.</p> <p>As the funding for the LIS Scheme was reduced to €63,000 in 2010, it was decided that the entire sum should be allocated to just one area. This was decided by way of lottery and the allocation went to the Newport area.</p> <p>Four LIS Schemes were decided upon and completed.</p>
<b>5</b>	<p><b>Internal consultation</b></p> <p>To continue to review and improve the co-ordination of services between the various sections in the organisation and other organisations operating in the county</p>	<p>1. Continued liaison with other sections of the Council.</p>	<p>In progress.</p>
<b>6</b>	<p><b>Quality of road maintenance</b></p> <p>To ensure that all roadworks are carried out in the most effective manner in line with technical and operational advances.</p>	<p>1. To broaden the training base for all staff with continued high level of staff numbers attending training centre at Roscrea.</p>	<p>Achieved where possible. Impacted by reduction of staffing numbers and Health &amp; Safety requirements at roadworks.</p> <ul style="list-style-type: none"> <li>• Strimmer Safety Awareness</li> <li>• Safe Pass</li> <li>• CSCS Signing, Lighting &amp; Guarding</li> <li>• High Speed Traffic Management</li> <li>• Location of underground services</li> <li>• Emergency Response Chainsaw</li> <li>• Abrasive wheels</li> <li>• Driver CPC</li> </ul>
		<p>2. Through the upgrading and modernisation of plant and equipment.</p>	<p>The programme of upgrading and modernization is ongoing. During 2010 a new snow plough and gritter were purchased at a cost of €90,831.07.</p>

<b>Roads &amp; Transportation (cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>7</b>	<p><b>Traffic Management Plans</b></p> <p>In consultation with the elected members, to continue with the implementation of Traffic Management Plans for Nenagh, Thurles and Roscrea and to progress the implementation of Newport and Ballina/Killaloe Plans.</p>	<p>1. In consultation with the elected members to continue with the implementation of the adopted Traffic Management Plans in Nenagh, Thurles, Roscrea, Newport and Ballina/Killaloe.</p>	<p>The existing traffic management plans are now out of date but have for the most part been implemented. They will now need to be reviewed.</p>
<b>8</b>	<p><b>Road safety in the county</b></p> <p>To continue to promote and improve road safety in the county in association with the Road Safety Authority.</p>	<p>1. To support road safety promotion where possible.</p>	<p>Road safety information is distributed to local schools and through the County Council Website.</p> <p>In 2010 we supplied high visibility vests, arm bands and road safety information to the Comhairle na nÓg attendees.</p> <p>Safe cycling training courses were run in 2 schools. 91 students attended. The total cost of this was €910.</p>
<b>9</b>	<p><b>Other transportation modes</b></p> <p>To encourage and assist in the development of other transportation initiatives in the county</p>	<p>1. To continue with upgrading of footpaths within urban areas.</p> <p>2. To support the work of the Limerick/Nenagh /Ballybrophy Rail Link Partnership.</p>	<p>In progress.</p> <p>Continuing.</p>

## Water Services

Our goal	<b>To ensure that each consumer has a potable water supply and each premises has adequate drainage facilities.</b>		
No	Strategy	For 2010	31 <sup>st</sup> December 2010
1	To pursue approval and implementation of the proposals for the provision and/or improvement of the Water Services infrastructure, as identified and prioritized, in the current Water Services Investment Programme and Assessment of Needs Reports.	1. Continue to advance schemes through liaison with DOEHLG.	<p>1. <u>Summary of Major Schemes:</u></p> <p><u>Contracts at Construction:</u></p> <ul style="list-style-type: none"> <li>• Water Conservation Phase 1 &amp; 2</li> <li>• Templemore Sewerage Scheme DBO</li> </ul> <p><u>Contracts to start:</u></p> <ul style="list-style-type: none"> <li>• Water Conservation Stage 3</li> <li>• Newport Regional Water Supply Scheme</li> <li>• Thurles Regional Water Supply Scheme Pipelines Contract 1</li> <li>• Thurles Regional Water Supply Scheme Pipelines Contract 2</li> </ul> <p><u>Schemes at Planning Stage:</u></p> <ul style="list-style-type: none"> <li>• Thurles Sewerage Scheme – upgrade of Sewerage Treatment Plant and network</li> <li>• Nenagh Sewerage Scheme – upgrade of Town Sewerage Treatment Plant</li> <li>• Nenagh Sewerage Scheme – upgrade of town network</li> <li>• Roscrea Sewerage Scheme – upgrade of town network</li> <li>• Rural Villages – feasibility study on sewerage schemes for un-serviced villages</li> <li>• Newport Sewerage Scheme Treatment &amp; Network Upgrade</li> <li>• Ballina Sewerage Scheme – upgrade of town network</li> <li>• Borrisoleigh Sewerage Scheme – upgrade of town treatment plant and network</li> <li>• Templemore Sewerage Scheme – upgrade of town network</li> <li>• Water Conservation Rehabilitation Stage 3</li> </ul>

<b>Water Services (cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
		2. Continue regular <i>Steering Group Meetings</i> .	2 Quarterly Steering Group Meetings held.
		3. Continue to issue detailed <i>Quarterly Report</i> for Council Meetings.	3 Quarterly report issued for Council Meetings.
<b>2</b>	To develop and implement annual Rural Water Programme and continue to provide technical support to Group Water Schemes	<ol style="list-style-type: none"> <li>1. Provide support to Group Water Schemes.</li> <li>2. Upgrade water and wastewater schemes under the Small Schemes Programme.</li> <li>3. Implement Private Wells Grant Scheme.</li> </ol>	<ul style="list-style-type: none"> <li>• 24 Group Water Schemes upgraded in 2010 at a cost of €285,000 approx.</li> <li>• 5 new Group Water Schemes funded at a cost of €63,000 approx.</li> <li>• 57 Group Water Scheme Subsidy Applications processed with payments amounting to €283,000 approx.</li> </ul> <ol style="list-style-type: none"> <li>2. 20 small schemes completed at a cost of €684,000 approx.</li> <li>3. 35 Private Well Grant applications processed with payments amounting to €29,000 approx.</li> </ol>
<b>3</b>	To provide for the efficient management of the County's Water and Wastewater infrastructure in compliance with Health & Safety Legislation.	<ol style="list-style-type: none"> <li>1. Value for Money – continue to monitor Budgets and to seek to achieve <i>VFM</i> in all our exercises.</li> <li>2. Continue to implement Water Pricing Template.</li> <li>3. Integrate Health &amp; Safety culture in all operations.</li> <li>4. Continue training programme to cater for needs of Water Services personnel through Roscrea Centre.</li> <li>5. Carry out Planning/Development function.</li> </ol>	<ol style="list-style-type: none"> <li>1. VFM is present in our Budgetary Management practices - the level of expenditure for the year kept within budget. Monthly budget reviews set up for second half of the year.</li> <li>2. Water Pricing Template was updated to cater for 2010 financial year.</li> <li>3. 18 sectional meetings held. Major upgrade of Chlorine facilities. Capital expenditure of €100,000 approx. in 2010.</li> <li>4. <u>Roscrea Regional Training Programme</u> The total number of Water Services personnel in receipt of training during 2010 was 50. A range of 20 courses was offered.</li> <li>5. Continuing to report to Planning on Water Services issues within the time limits specified – 165 new planning applications reported on in 2010.</li> </ol>

<b>Water Services (cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
		<p>6. Maintain management and service delivery of water and waste water schemes.</p> <p>7. Administrative management of Water Services.</p>	<p>6. Management of Schemes carried out in accordance with budget assigned to Water Services. Drinking Water 99.5% compliant with Drinking Water Regulations, up 0.3% from 2009. Wastewater 84.5% compliant, down 4.7% from 2009. Rural Water compliance rate is 98.4%, up 0.6% from 2009.</p> <p>7. Details of admin. management of Water Services can be seen in Customer Action Plan Report.</p>
<b>4</b>	To develop annual programme for sustainability and efficiency with respect to Water Conservation, waste minimization and energy use	<p>1. Maintain and Operate System for Water Conservation in Nenagh, Thurles, Roscrea and Newport/Ballina.</p> <p>2. Establish measures for reduction of energy use for Water Services.</p>	<p>1. Water Conservation now operating throughout the Local Authority. Ongoing Leak Detection in four urban schemes. First pass leak detection carried out in all 15 schemes. 4,343 leaks identified of which 4,088 have been repaired. Production levels at average 21,788 m<sup>3</sup> per day down from 23,557 m<sup>3</sup> per day in second half of 2009.</p> <p>2. Equipment upgrade at two Treatment Plants now yielding improved energy efficiency.</p> <p>Regional tenders for electricity have yielded significant savings.</p> <p>Specific improvements in 2009 have resulted in reduction in energy in 2010 in a number of treatment plants for e.g. Nenagh Regional Water Treatment Plant down 17%, Ballina Wastewater Plant down 9% on energy use.</p>
<b>5</b>	To ensure equitable charging structure for services in accordance with Polluter Pays Principle and National Water Pricing Policy	<p>1. Implement Government policy on water charges.</p> <p>2. Maintain an integrated water consumer database.</p>	<p>1. Non – Domestic Sector being charged for water and wastewater on unit cost basis. Unit costs for 2010 are €1.20/ m<sup>3</sup> for water and €1.20/ m<sup>3</sup> for wastewater.</p> <p>2. Water Consumer Database is now maintained and functioning in all North Tipperary Local Authorities.</p>

## Environment

**Our Goal** To ensure that all the citizens of North Tipperary enjoy a clean, healthy and safe environment consistent with the principles of sustainable development and Local Agenda 21.

No.	Strategy	For 2010	To 31 <sup>st</sup> December 2010
1	To implement the strategy for waste management set out in the Midlands Regional Waste Management Plan and to provide a range of well run facilities for waste recycling, recovery and disposal.	<ol style="list-style-type: none"> <li>1. Implementation of recommendations of Steering Group of Replacement Waste Management Plan for the Midlands Region 2005-2010.</li> <li>2. Close and complete remediation work on current landfill cell 10 at Ballaghveny. Utilise telemetry system and gas collection system.</li> <li>3. Process Waste Permit applications.</li> <li>4. Continued operation and maintenance of Nenagh Recycling Centre, continue operation of Civic Amenity Site in Roscrea and identify suitable site for Thurles.</li> <li>5. Provide 1 additional Bring Bank sites as per objectives of Midlands Waste Management Plan.</li> <li>6. Continued enforcement of Waste Management Acts &amp; Regulations, Waste Management (Permit) and Waste Management (Collection Permit) Regulations, and Waste Management (Packaging) Regulations.</li> <li>7. Continue to operate EPA National Complaints Procedure.</li> <li>8. Implementation of EPA approved Plan under Recommended Minimum Criteria for Environmental Inspections – RMCEI.</li> </ol>	<ol style="list-style-type: none"> <li>1. On-going.</li> <li>2. Works commenced on capping of Cell 9. Telemetry and Gas systems completed and operational.</li> <li>3. Three Waste Facility Permits received.</li> <li>4. Operation of Nenagh R.C. on-going. Roscrea CAS operational 2 days per week. Suitable site for Thurles to be identified.</li> <li>5. Additional site at Terryglass established.</li> <li>6. Enforcement under the Acts &amp; Regs. on-going, but very limited due to lack of resources.</li> <li>7. Regional Complaints System installed and operational.</li> <li>8. Operation of Plan on-going but limited due to lack of resources.</li> </ol>

<b>Environment (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
		<p>9. Continued implementation of the Silvermines Rehabilitation Project.</p>	<p>9. Gortmore TMF works completed. Minor Remediation Works Contract commenced in August. Part 8 permission granted for Passive Treatment System at Garryard. Tenders sought for Garryard PTS. Application to An Bord Pleanála under Strategic Infrastructure Act for Mine Waste Facility at Garryard. Waste Licence application for Garryard MWF being prepared for submission to EPA.</p>
<b>2</b>	To promote best practice in waste minimisation and recycling, water and air quality management and general environmental awareness through a sustained environmental education and work programme.	<p>1. Promote sale of home composting units.</p> <p>2. Encourage participation in Green Schools Scheme.</p> <p>3. Organise Tiobraid Álainn/Pride of Place Competition.</p> <p>4. Continue school visits and Tidy Schools Competition.</p> <p>5. Organise information seminars with community groups/business interests.</p> <p>6. Promote National Recycling Week through local media campaign.</p> <p>7. Organise Environmental Awards Ceremony in November 2010.</p>	<p>1. 36 units sold.</p> <p>2. 85 schools Registered. 52 schools with Green Flags.</p> <p>3. Tiobraid Álainn/Pride of Place competition launched in May and 17 applications received.</p> <p>4. School visits on-going. Tidy Schools competition launched in May and 35 applications received.</p> <p>5. Composting and Biodiversity Workshops held in Holycross. Four Tidy Towns Seminars held in Nenagh, Thurles, Templemore &amp; Roscrea.</p> <p>6. National Recycling Week held in October.</p> <p>7. Environmental Awards Ceremony held on 15<sup>th</sup> November, 2010</p>
<b>3</b>	To promote energy efficiency in all of the Council's activities and energy awareness in the county.	<p>1. Carry out detailed analysis of individual local authority facilities with regard to energy use to identify and implement potential savings.</p> <p>2. Provide energy awareness, information dissemination and training to Council members, staff and the public.</p> <p>3. Convert selected Council's vehicles to Biofuels</p>	<p>1. Area offices, fire-stations, Civic Offices and public lighting projects identified. Grant received to carry out energy upgrades.</p> <p>2. Practical eco drive 1-1 training occurred in July for drivers in Environment, and in November for Roads.</p> <p>3. Investigation completed and a green procurement strategy established.</p>

<b>Environment (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>4</b>	To promote the objective of combating climate change through the pursuit of a sustainable, low carbon economy across all sectors of society in North Tipperary.	<ol style="list-style-type: none"> <li>1. Carry out detailed analysis of individual local authority facilities with regard to energy use and to identify and implement potential savings.</li> <li>2. Provide energy awareness, information dissemination and training to Council members, staff and the public.</li> <li>3. Finalise Council's Sustainable Energy Plan to meet national targets and climate change strategy.</li> <li>4. Develop Carbon footprint of the Council.</li> </ol>	<ol style="list-style-type: none"> <li>1. Projects identified and implemented in Civic Offices, Machinery Yard, Fire Stations and Area Offices.</li> <li>2. Articles published in The Nenagh Guardian, Eist and 1-1 eco driving training for drivers in Environment and Roads.</li> <li>3. Annual report completed in January 2010 showing all projects completed in 2009 and those planned for 2010.</li> <li>4. Carbon Footprint summary of NTCC completed using the new methodology, the Carbon Management Tool launched by the EPA in March 2010.</li> </ol>
<b>5</b>	To improve the quality of the rivers and lakes in North Tipperary through the use of catchment management, river basin and monitoring schemes.	<ol style="list-style-type: none"> <li>1. Following adoption of the SHIRBD and SERBD Management Plans, continue participation in the preparation of implementation plans.</li> <li>2. Ongoing implementation of the Agricultural Bye-Laws.</li> <li>3. Continue review of discharge licences.</li> <li>4. Use of rapid response unit for water pollution incidents when required.</li> <li>5. Co-operate with the GSI in the preparation of a new GWPS for NT.</li> <li>6. Implementation of Nitrates Regulations where required.</li> <li>7. Investigate reports of pollution incidents and take appropriate control actions.</li> </ol>	<ol style="list-style-type: none"> <li>1. RBD Plans adopted 27<sup>th</sup> May, 2010. Implementation Plans being prepared.</li> <li>2. On-going, in conjunction with the Nitrates Regs.</li> <li>3. 2 applications for reviews received. 2 applications for new Licences also received</li> <li>4. No call-outs in 2010.</li> <li>5. On-going in Quarters 3 &amp; 4.</li> <li>6. River Suir catchment surveys on-going.</li> <li>7. 68 incidents investigated and appropriate action taken where necessary.</li> </ol>

<b>Environment (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>6</b>	To prepare and implement the county's Litter Management Plan with particular emphasis on public awareness and enforcement.	<ol style="list-style-type: none"> <li>1. Implement objectives of adopted Litter Management Plan as required.</li> <li>2. Carry out Litter Monitoring Surveys required under National Litter Pollution Monitoring System.</li> <li>3. Continue policy of enforcement against offenders under the Litter Pollution Act 1997 and Part 4 of the Protection of the Environment Act 2003.</li> <li>4. Undertake clean up of litter black spots.</li> <li>5. Continue Tidy Towns Grants Scheme.</li> <li>6. Visit Secondary Schools in North Tipperary to create litter awareness.</li> </ol>	<ol style="list-style-type: none"> <li>1. On-going.</li> <li>2. Litter Surveys completed and results submitted.</li> <li>3. 25 on-the-spot fines issued. 5 prosecutions initiated.</li> <li>4. Clean-up undertaken of 9 black spots, and also 8 sites from Halloween bonfires.</li> <li>5. Scheme launched in May and 31 applications received.</li> <li>6. Visits on-going. Tidy Schools competition launched in May and 35 applications received.</li> </ol>
<b>7</b>	To eliminate derelict sites and promote renewal of obsolete areas.	<ol style="list-style-type: none"> <li>1. Continue to update and maintain Derelict Sites Register.</li> <li>2. Take enforcement action where necessary.</li> </ol>	<ol style="list-style-type: none"> <li>1. Register in Place. Two Sites removed from Register.</li> <li>2. Action being taken where necessary.</li> </ol>
<b>8</b>	To implement the relevant provisions of the Abattoirs Act 1988 and Food Safety Authority of Ireland Act 1998 to ensure the highest possible level of consumer protection.	<ol style="list-style-type: none"> <li>1. Full registration of all plant operating in the Local Authority area.</li> <li>2. Approval of all premises that meet the required standards</li> <li>3. Implement all aspects of the Food Safety Authority of Ireland contract under the new agreement.</li> <li>4. Review the operation of the Dog Pound to make it more 'user friendly' to the public.</li> <li>5. Increase the number of dogs re-homed</li> <li>6. Increase the number of dog licences issued.</li> <li>7. Implement the Bye Laws re the Control of Horses Act.</li> </ol>	<ol style="list-style-type: none"> <li>1. All registered.</li> <li>2. All approved.</li> <li>3. On target.</li> <li>4. On-going, subject to resources.</li> <li>5. Percentage of dogs re-homed has decreased due to downturn in economy, and nature of dogs being collected/surrendered.</li> <li>6. On-going, subject to resources.</li> <li>7. On-going. 113 horses impounded in 2010.</li> </ol>

<b>Environment (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>9</b>	To provide adequate burial facilities throughout the County in accordance with the Council's Burial Ground Policy and to ensure that existing facilities are maintained to the highest standards of conservation and heritage protection.	<ol style="list-style-type: none"> <li>1. Continue to identify parishes where there is an absolute need for burial ground facilities, and endeavour, in co-operation with local communities, to provide these facilities.</li> <li>2. Continue to assist local communities to provide Burial Ground facilities in locations of their choice.</li> <li>3. Organise Best Burial Ground Competition.</li> <li>4. Implement the grants scheme for minor improvement works within the burial grounds (carry over of 2007 scheme).</li> <li>5. Make available information and advice on the care and conservation of burial grounds for the burial ground committees.</li> </ol>	<ol style="list-style-type: none"> <li>1. Need established in 4 Parishes. Tenders sought for site development works in Kilmore. Sites being investigated in remaining areas.</li> <li>2. Assistance provided as required, subject to limited resources.</li> <li>3. Competition launched in May and Awards Night held in November.</li> <li>4. 3 grants to be finalized.</li> <li>5. Information sent to Burial Ground Committees in May.</li> </ol>
<b>10</b>	To promote sustainable development by aiming to balance economic and social needs with environmental and heritage protection objectives.	<ol style="list-style-type: none"> <li>1. Organise Local Agenda 21 Environmental Partnership Fund scheme in conjunction with the DOEHLG to promote action by local and community groups in the area of environmental protection.</li> <li>2. Organise Tiobraid Álainn/Pride of Place competition to recognise improvements made by local communities to create civic pride in their area.</li> <li>3. Where appropriate, include environmental and heritage protection objectives in conditions in Environment Section reports to Planning Section.</li> </ol>	<ol style="list-style-type: none"> <li>1. LA21 Scheme launched by the DoEHLG in April and 16 applications received.</li> <li>2. Tiobraid Álainn/Pride of Place competition launched in May and 17 applications received.</li> <li>3. Conditions included where appropriate.</li> </ol>

<b>Environment (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>11</b>	To work in partnership with other local authorities in the County to advance common environmental objectives and to ensure a holistic approach to service delivery.	1. Seek the co-operation of Nenagh, Thurles and Templemore Town Councils in the areas of litter and waste management and enforcement, water quality and other common environmental objectives.	1. WEEE collections held in Templemore and Thurles in February.
		2. Arrange on-going communications with the Co. Librarian to ensure maximum use of the County's libraries for the dissemination of information in relation to environmental objectives such as the Midlands Waste Management Plan, Litter Management Plan, River Basin District Projects, ENFO leaflets etc.	2. County and Branch Libraries used for dissemination of information in relation to Midlands Waste Management Plan, Litter Management Plan, RBD publications, leaflets, etc.

## Fire & Emergency

Our Goal	<b>To make provision for an efficient and effective fire and emergency response service.</b>		
No.	Strategy	For 2010	To 31 <sup>st</sup> December 2010
1	To provide efficient and effective fire and emergency response services and to promote public awareness of safety issues.	<ol style="list-style-type: none"> <li>1. Attend all incidents promptly and deal with all incidents efficiently.</li> <li>2. Commission 1 new emergency tender.</li> <li>3. Secure approval in principle for new station in Cloughjordan.</li> <li>4. Secure approval to appoint design team for extension to station in Templemore.</li> <li>5. Deliver new on-station training programme for 2010.</li> <li>6. Introduce new National Incident Command system for all incidents.</li> <li>7. Deliver final Safety Statement.</li> </ol>	<ol style="list-style-type: none"> <li>1. Attended 800 incidents.</li> <li>2. Delivered in December 2010.</li> <li>3. Awaiting Departmental approval.</li> <li>4. Design team appointed.</li> <li>5. Delivered.</li> <li>6. Agreement reached and due to commence March 2011.</li> <li>7. Draft delivered for sign-off in June.</li> </ol>
2	To plan and prepare for a co-ordinated response to major emergencies.	<ol style="list-style-type: none"> <li>1. Maintain membership of Mid-West Major Emergency Planning Groups.</li> <li>2. Engage in developments under the new National Framework Document.</li> <li>3. Organise and deliver in-house training in emergency management to relevant staff within the Local Authority.</li> </ol>	<ol style="list-style-type: none"> <li>1. Ongoing.</li> <li>2. Ongoing.</li> <li>3. Exercises held for Crisis Management Team in May and Local Coordination Centre in November.</li> </ol>
3	To promote good building practices, health and safety and welfare of occupants, and access for persons with disabilities.	<ol style="list-style-type: none"> <li>1. Process all Fire Safety Certificate Applications.</li> <li>2. Process all Disability Access Certificate applications.</li> <li>3. Process all commencement notices submitted.</li> <li>4. Deal with all queries from builders, developers and designers with regard to building control.</li> <li>5. Meet Department target in relation to building control inspections.</li> </ol>	<ol style="list-style-type: none"> <li>1. 98 processed (15 invalid).</li> <li>2. 41 processed.</li> <li>3. 178 processed.</li> <li>4. All queries dealt with.</li> <li>5. Target not met (9.5%).</li> </ol>

<b>Fire &amp; Emergency (cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>4</b>	To make provision for fire safety in existing buildings and to promote public awareness of fire safety.	<ol style="list-style-type: none"> <li>1. Deal with all requests for inspections and advice in relation to fire safety.</li> <li>2. Inspect all applications for dance licences.</li> </ol>	<ol style="list-style-type: none"> <li>1. All queries and requests for inspections dealt with.</li> <li>2. Ongoing.</li> </ol>
<b>5</b>	To fully meet with our obligations under the Dangerous Substances Acts.	<ol style="list-style-type: none"> <li>1. Deal with all requests for inspections and advice in relation to dangerous substances.</li> </ol>	<ol style="list-style-type: none"> <li>1. Ongoing.</li> </ol>

<b>Civil Defence</b>			
<b>Our Goal</b>	<b>To provide backup service in the event of Major Emergencies/Incidents, to assist other agencies when requested and to assist at Community Events</b>		
<b>No.</b>	<b>Strategy</b>	<b>For 2010</b>	<b>To 31<sup>st</sup> December 2010</b>
<b>1</b>	To Review/Implement our Development Plans.	<ol style="list-style-type: none"> <li>1. Update Members contacts &amp; Text messaging groups.</li> <li>2. Review Radiological Plan &amp; conduct exercise.</li> <li>3. Draft relevant Major Emergency Plans as required.</li> <li>4. Identify equipment and vehicle requirements to CD Board.</li> <li>5. Review Safety Statement.</li> <li>6. Conduct Recruitment Campaign for September.</li> <li>7. Develop new recruit training program at regional level.</li> <li>8. Agree memorandum of understanding with Fire Service in relation to incidents at wind farms.</li> </ol>	<ol style="list-style-type: none"> <li>1. Updated.</li> <li>2. Training provided to warden members. Exercise planned for 2011.</li> <li>3. Ongoing.</li> <li>4. Submission made to CD Board. €2,633 funding made available for rope rescue equipment.</li> <li>5. Statement updated in June.</li> <li>6. Formal recruitment campaign not commenced as there was increase in number of enquiries for membership.</li> <li>7. Some progress made. Draft Members Handbook developed.</li> <li>8. In progress.</li> </ol>
<b>2</b>	To provide/maintain suitable Headquarters, Stores/Garages and Training facilities.	<ol style="list-style-type: none"> <li>1. Install smoke alarm in garages and stores area (Courthouse).</li> <li>2. Paint garage doors.</li> <li>3. Prepare submission for extra storage space for vehicles &amp; PPE.</li> <li>4. Finalise Conversion of mobile Control unit.</li> <li>5. Provide toilet facilities in Courthouse stores area.</li> </ol>	<ol style="list-style-type: none"> <li>1. Battery operated units installed in smaller storage areas.</li> <li>2. Postponed until 2011 due to funding shortage.</li> <li>3. Submission made.</li> <li>4. Vehicle completed and operational.</li> <li>5. No funding available from CD Board. Currently exploring possibility of securing old IT building for use by CD thus providing Sanitary facilities.</li> </ol>
<b>3</b>	To recruit and train suitable Volunteers and to continue development of our training programmes.	<ol style="list-style-type: none"> <li>1. Continue training in current training centres.</li> <li>2. Provide more centralised training courses.</li> </ol>	<ol style="list-style-type: none"> <li>1. Training Classes provided in Nenagh, Thurles, Clonmore, Littleton &amp; Rearcross.</li> <li>2. Centrally run courses &amp; training carried out in Nenagh, Roscrea &amp; Thurles.</li> </ol>

<b>Civil Defence (cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
		3. Conduct exercise during summer months. 4. Provide training to other agencies/ organisations in area that we are trained to do so. 5. Nominate Volunteer for Driving Instructor Course. 6. Qualify communication instructor. 7. Provide level 2 radio courses. 8. Provide Marine VHF radio courses. 9. Participate in Regional & National Competitions/Exercises 10. Qualify more personnel in Swift Water Rescue. 11. Provide search skills & search leader training. 12. Provide GPS & Mapinfo training to suitable volunteers.	3. Exercise held on Lough Derg for Boating and Kayak members. Training for national competitions ongoing during summer months. 4. First Aid Training provided to Co. Co. Staff. 5. Volunteer Instructor nominated and training commenced. 6. Member nominated and attended first section of Course. 7. No Course held due to funding constraints. 8. No Course held due to funding constraints. 9. Participated in Regional & National Competitions, won Regionals and finished 4th in Nationals. 10. Awaiting developments from Civil Defence Board. 11. Basic training carried out. 12. GPS & Mapinfo training held in Slivermines area.
<b>4</b>	To develop our services to enable us to effectively respond to requests for assistance at major emergencies and community events.	1. Endeavour to provide assistance to statutory agencies and the community in areas in which training permits. 2. Provide the necessary equipment to ensure volunteers can respond to calls for assistance in a safe and efficient manner. 3. Provide the necessary training to enable Civil Defence respond to calls for assistance. 4. Partake in joint exercise with statutory agencies as requested.	1. Provided assistance to call outs & duties on 47 occasions, including Search for a Missing person in Newport area. Provided assistance to other statutory agencies during the severe weather. 2. Rope rescue equipment and satellite navigation unit purchased. 3. Training continuing subject to funding and resources availability. 4. Participated in joint exercise with HSE & Fire Service.



<b>Housing (cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>2(b)</b>	To implement the provisions of the Housing Strategy adopted by the Council under Part V of the Planning and Development Act 2000 – 2002.	1. To negotiate such arrangements as may be appropriate in accordance with the Housing Strategy and Part V of the Planning and Development Acts 2000-2002.	1. Limited opportunity for Part V development during 2010.
<b>3</b>	To prepare and implement a programme for advance land acquisition in accordance with National Housing Policy.	1. Await review of policy at National level.	1. No land purchased during 2010 however it is intended to source small parcels of infill land in 2011.
<b>4</b>	To ensure that our housing policy encourages and supports Rural Sustainability, having regard to the provisions in the County Development Plan as adopted by the Council.	1. Continue to provide houses at smaller centres where there is need & where services permit. 2. Continue to provide single rural houses outside the smaller centres to meet special needs, subject to Planning Permission and the provisions of the County Development Plan.	1. Ongoing. 2. 3 in progress.
<b>5</b>	To implement the 5 year plan for Traveller Accommodation 2009 – 2013.	1. Continue implementation of the Traveller Accommodation Plan 2009-2013, and arrange 4 LTACC meetings. 2. Senior Social Worker to provide support to Traveller families who have been housed and those making the transition to housing. 3. Liaise with HSE's Family Support Worker for Traveller families, Visiting Teacher etc.	1. Meetings of LTACC were held. 2. A target of 12 units of accommodation was set for 2010. Five units of accommodation were provided in the year, 2 tenancies in halting site bays, 3 standard houses. Proposals developed to improve accommodation at Parkmore Halting Site. 3. Senior Social Worker continues to work in conjunction with other professionals to support families in standard housing, Traveller specific accommodation and families on the roadside. Liaison is on-going by Senior Social Worker. Participation and direct involvement in implementing the Integrated Traveller Strategy for North Tipperary.

<b>Housing (cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>6</b>	To implement the provisions of the Homeless Strategy and Action Plan	1. Participate in Mid West Regional Homeless Forum to develop a Homeless Framework Plan for the Mid West Region, prior to preparation of Local Action Plans.	1. Mid West Regional Homeless Plan adopted by Council in June 2010. Preparation of local plans under review.
<b>7</b>	To promote, assist and develop the Voluntary Housing Sector in the County.	1. Continue to promote and support Voluntary Housing projects in partnership with local and national Voluntary Housing Organisations, consistent with funding provision from DoEHLG.	1. A Voluntary Housing project of 50 units was completed at Streame, Limerick Road, Nenagh at a cost of €10 million.  A further 14 units were approved by the Department under the Special Call for Proposals in the sum of €1.5 million.  A further scheme of 11 units commenced at Stradavoher, Thurles in December 2010.
<b>8</b>	To prioritise Social Inclusion by promoting resident participation in the management of social housing schemes.	1. Continue to promote Residents' Associations and Tenant Participation. 2. Issue Tenant Newsletters as required. 3. Develop courses in Estate Management for Residents' Associations where required. 4. Provide Pre-tenancy Courses for new tenants and tenants transferring accommodation. 5. Review policy on combating and preventing anti-social behaviour, adopt new policy by 30 <sup>th</sup> November 2010.	1. On-going promotion of Residents Associations and Tenant Participation. 2. Tenants Handbook updated and distributed. 3. Ongoing. 4. Pre-tenancy course/discussion being provided to new tenants. 5. Anti-Social Behaviour Policy updated and adopted in June 2010.
<b>9</b>	To promote compliance with Private Sector Rented Accommodation Legislation/ Regulations in partnership with the Private Residential Tenancies Board.	1. Assist Private Residential Tenancies Board regarding requirement for landlords to register properties. 2. Arrange for inspection of properties currently on the PRTB Register. 3. Follow up as appropriate with Landlords.	1. Ongoing liaison with PRTB including notification of properties not on PRTB register. 2. Ongoing inspection of properties by Clerk of Works, RAS and Housing Assessment staff – 299 completed in 2010. 3. Letters issued to Landlords as necessary following inspections.

<b>Housing (cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>10</b>	To upgrade our Housing Stock subject to the availability of funding both nationally and locally.	1. Complete Remedial Works Scheme at Cois Carrig, Roscrea.	1. Complete.
		2. To progress Remedial Works Scheme in respect of 3 estates (Ard Mhuire, Clohessy Place, and Derrynaflan).	2. Funding approved and tender documents being prepared.
		3. To continue implementation of Energy Efficiency Programme.	3. 27 completed in 2010.

## Planning & Development

Our Goal	<b>To promote the proper planning and sustainable development of the County and facilitate the creation of sustainable employment in harmony with the environment and preservation of our heritage and consistent with the policies and objectives contained in the County Development Plan.</b>		
No	Strategy	For 2010	31 <sup>st</sup> December 2010
1	To promote and implement the policies of the current County Development Plan.	<ol style="list-style-type: none"> <li>1. Complete and adopt County Development Plan 2010-2016.</li> <li>2. Complete preparation of SEA/AA as part of Review of County Development Plan.</li> <li>3. Complete preparation of RPS as part of Review of County Development Plan.</li> <li>4. Complete and adopt Newport Local Area Plan 2010-2016.</li> <li>5. Commence preparation of Templemore Town &amp; Environs Development Plan.</li> <li>6. Commence preparation of County Retail Strategy.</li> <li>7. Prepare and adopt Variations of the County Development Plan to include Variations of Nenagh, Thurles &amp; Templemore &amp; Environs Development Plans and any other Variations required in co-operation with Town Councils.</li> <li>8. Complete and adopt Masterplan for Gantly Road, Roscrea.</li> <li>9. Complete Village Design Statement for Birdhill.</li> <li>10. Finalise Registration of Quarries and 'State of Quarries' Report.</li> <li>11. Continued involvement with M-W.A.S.P.</li> <li>12. Participate in review of Mid-West Regional Planning Guidelines.</li> </ol>	<p>County Development Plan 2010-2016 made July 2010 – had effect from 16<sup>th</sup> August 2010.</p> <p>SEA/AA prepared as part of Review of County Development Plan.</p> <p>RPS prepared as part of Review of County Development Plan.</p> <p>Newport Local Area Plan 2010-2016 made July 2010.</p> <p>Issues Paper presented to Council – on public display from 4<sup>th</sup> November 2010 to 10<sup>th</sup> January 2011.</p> <p>Draft document prepared – to be presented to SPC in early 2011</p> <p><b>Thurles Variation No. 1</b> made at December 2010 meetings of Thurles TC &amp; NTCC.</p> <p><b>Nenagh Variation No. 1</b> – Manager's Report presented to Nenagh TC &amp; NTCC Dec. 10 – proposed modifications on public display 22/12/10 to 28/01/11.</p> <p><b>Templemore Variation No. 1</b>- to be presented to Cllrs. as part of Draft Plan process for review of Town Plan in 2011.</p> <p>To be commenced as part of Review of Roscrea Local Area Plan in 2011.</p> <p>Noted at Co. Council Meeting held on 20<sup>th</sup> December 2010.</p> <p>Registration and Report being finalised.</p> <p>Draft nearing completion at 31/12/10.</p> <p>Submission made by NTCC – Guidelines adopted 1/9/10.</p>

<b>Planning &amp; Development (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
		13. Prepare Material Contraventions to County Development Plan and Nenagh, Thurles & Templemore Town & Environs Development Plans as required.  14. Review Development Contribution Scheme.	Material Contravention prepared to Thurles Town & Environs Development Plan.  Development Contribution Scheme 2011-2012 adopted 18/10/10.
<b>2</b>	To encourage and assist meaningful public participation in the planning process.	1. Provide up-to-date information/forms at public office and website.  2. Provide regular and timely pre-planning consultation services.  3. Provide up-to-date information in regard to any changes in legislation to public/Elected Members/Agents/local media.  4. Pro-actively engage with the media to secure wider understanding of planning policies.	Provided as required.  Meetings held weekly.  Provided as required.  Media encouraged to attend Planning SPC Meetings.
<b>3.</b>	To ensure that the planning process positively encourages the physical, social and economic development of our county and ensures that all developments accord with the principles of sustainable development.	1. The principles of sustainable development will be incorporated into the implementation of the County Development Plan and the preparation of Local Area Plans which will be ongoing in 2010.  2. Advancement of policies as part of implementation of County Development Plan and preparation of Local Area Plans and in conjunction with the Strategic Policy Committee.	The principles of sustainable development are incorporated into the implementation of the County Development Plan and the preparation of Local Area Plans.  Policies discussed and advanced at Planning SPC Meetings held on 20 <sup>th</sup> Jan, 24 <sup>th</sup> Feb, 25 <sup>th</sup> Mar, 30 <sup>th</sup> Mar, 8 <sup>th</sup> Apr & 28 <sup>th</sup> Jun 2010.
<b>4.</b>	To implement the planning laws with regard to unauthorised development	1. Continued participation in development and testing of LGCSB software for Enforcement as required by Planning & Development Act 2000.  2. Identify and inspect relevant developments for "Taking-in-Charge" purposes.  3. Continue pro-active inspection of developments to ensure compliance subject to resources.	Ongoing discussions with LGCSB re possible implementation of PDC (Planning Development Contribution) system.  Inspections ongoing.  Pro-active inspections limited due to lack of resources.

Planning & Development (Cont'd.)			
No	Strategy	For 2010	31 <sup>st</sup> December 2010
		<p>4. Identify sites where development has started/completed without the submission of Commencement Notices.</p> <p>5. Update/review data-base system to further enhance collection of Development Levies</p>	<p>Limited identification of sites due to lack of resources.</p> <p>Database compiled in conjunction with Finance.</p>
5.	To process planning applications within the regulatory time frame and to ensure that interested parties have access to all available information which will enable them to assess proposed development	<p>1. Develop E-Plan system to get greater benefit and application of system including:</p> <ul style="list-style-type: none"> <li>• full linkage to G.I.S.</li> <li>• continue scanning of application files.</li> </ul> <p>2. Publish weekly lists on website.</p> <p>3. Update Development Contribution Scheme bi-annually to take account of Wholesale Price Index.</p> <p>4. Continue processing of pre planning consultation applications on a timely basis.</p> <p>5. Review procedure for site suitability assessments.</p>	<p>E-Plan system developed.</p> <p>Constantly updated.</p> <p>Scanning ongoing.</p> <p>Published weekly.</p> <p>Updated 1/1/10 and 1/7/10.</p> <p>Pre-planning consultations ongoing.</p> <p>No progress.</p>
6.	To ensure that the planning process protects and conserves our built environment and encourages good practice in relation to design and construction.	<p>1. To note Village Design Statement for Birdhill in association with local Development Associations.</p> <p>2. Prepare and update Record of Protected Structures as part of the preparation of new Co. Dev. Plan.</p> <p>3. Prepare a Scheme of priorities under the Conservation Grants Scheme.</p> <p>4. Identify additional Architectural Conservation Areas and prepare Conservation Statements during the preparation of the new County Development Plan.</p> <p>5. Prepare Declarations in accordance with Section 57 of the 2000 Act where requested.</p>	<p>Village Design Statement for Birdhill noted at Council Meeting held on 20/12/10.</p> <p>RPS updated and adopted as part of County Development Plan 2010-16 made on 19/7/10.</p> <p>Scheme prepared, grants approved and paid.</p> <p>ACAs updated and adopted as part of new County Development Plan 2010-2016 made on 19/7/10.</p> <p>Ongoing issue of Declarations in accordance with Section 57 of 2000 Act.</p>

<b>Planning &amp; Development (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>7.</b>	To use information and communication technology to assist in the modernisation of the planning service and the management of information.	1. Continue development of E-Plan system.	Ongoing.
		2. Ongoing development of I-Plan in conjunction with IS/LGCSB.	Development of I-Plan ongoing.
		3. Ongoing development of Planning Enforcement system.	PDC system under consideration.
		4. Continued development of GIS based Enforcement package.	Work in progress.
		5. Ongoing scanning of application files.	Ongoing scanning in progress.
		6. Encourage public participation in preparation/review of all development plans by lodging submissions by e-mail and through website.	Website and e-mail used as appropriate.
		7. Use Council's website for display of weekly lists.	Weekly list published on website.
		8. Make available all forms and guidance notes on website.	All forms and guidance notes on website.
		9. Continued development of GIS system to further enhance the availability and quality of information for management and the public.	Ongoing development of web access to management and the public.
		10. To further develop use of GIS in Development Plan processes.	Zonings and Settlement Plans added.
		11. Encourage use of on-line enquiries on E-Plan.	Facility for inquiries on website.
		12. Enter details of pre-planning consultations on the Planning Register.	Planning Register being updated.
		13. Engage with Town Councils in managing data processing.	Ongoing.
<b>8.</b>	To promote the understanding, enjoyment and protection of the built, natural and cultural heritage.	1. Raise awareness of the county's heritage.	Ongoing.
		2. Collect data on heritage objects and sites in the county and make the county's heritage known as widely as possible.	Ongoing.

Planning & Development (Cont'd.)			
No	Strategy	For 2010	31 <sup>st</sup> December 2010
		3. Identify ways to protect the natural heritage and to improve awareness of the links between the natural and the built heritage.	Ongoing.
		4. Provide education and training on heritage issues in North Tipperary.	Public information stand installed at Civic Offices.
		5. Establish storage locations for publicly owned objects and archives.	Ongoing.
		6. Adopt a Biodiversity Plan for the County.	To be considered initially by SPC.
9.	To work in partnership with other local authorities to advance common strategic planning objectives and to ensure a holistic approach to service delivery.	<p>1. Commence preparation of Templemore Town &amp; Environs Development Plan.</p> <p>2. Prepare and adopt Variations of the County Development Plan to include Variations of Nenagh, Thurles &amp; Templemore &amp; Environs Development Plans and any other Variations required in co-operation with Town Councils.</p> <p>3. Prepare Material Contraventions to County Development Plan and Nenagh, Thurles &amp; Templemore Town &amp; Environs Development Plans as required.</p> <p>4. Continued involvement with M-W.A.S.P.</p> <p>5. Participate in review of Mid-West Regional Planning Guidelines.</p> <p>6. Engage with Town Councils in managing data processing.</p>	<p>Issues Paper presented to Council – on public display from 4<sup>th</sup> November 2010 to 10<sup>th</sup> January 2011.</p> <p><b>Thurles Variation No. 1</b> made at December 2010 meetings.</p> <p><b>Nenagh Variation No. 1</b> – Manager’s Report presented to Council Dec. 10 – proposed modifications on public display 22/12/10 to 28/01/11.</p> <p><b>Templemore Variation No. 1-</b> to be presented to Cllrs. as part of Draft Plan process for review of Town Plan in 2011.</p> <p>Material Contravention prepared to Thurles Town &amp; Environs Development Plan.</p> <p>Draft nearing completion at 31/12/10.</p> <p>Submission made by NTCC – Guidelines adopted 1/9/10.</p> <p>Ongoing.</p>

## Community & Enterprise Department

Our Goal 1:	<b>To promote partnership between Local Government, Local Development, Statutory Agencies and Social Partners in the implementation of the County Development Board Strategy 2002-2012</b>		
No.	Strategy	<u>For 2010</u>	<u>31<sup>st</sup> December 2010</u>
<b>1</b>	To co-ordinate the process of implementing the Co. Development Board Strategy.	1. Promote implementation of 2009 – 2012 Priority Actions – North Tipperary Economic, Social & Cultural Strategy 2002 – 2012.	1. Actions being progressed by Economic and Social Inclusion Working Groups.
<b>2</b>	To promote co-operation and co-ordination among the public service agencies in the county.	1. Facilitate meetings of the Social Inclusion Measures (SIM) Working Group.	1. 3 meetings held and actions progressed.
		2. Facilitate meetings of the Economic Working Group (EWG).	2. 6 meetings held and actions progressed.
<b>3</b>	To promote Social Inclusion and Integration in North Tipperary consistent with the aims of the National Anti-Poverty Strategy.	<ol style="list-style-type: none"> <li>1. Support Enhancement of capacity to address education &amp; training needs.</li> <li>2. Support children, families &amp; communities to live sustainable and enriched lives.</li> <li>3. Support development of Play &amp; Recreation Strategy and Implementation of Plan.</li> <li>4. Increase development of service delivery to those experiencing rural and urban isolation.</li> <li>5. Support enhanced co-ordination of social inclusion actions in North Tipperary.</li> <li>6. Support implementation of North Tipperary Interagency Traveller Strategy &amp; Action Plan</li> <li>7. Support and monitor implementation of Social &amp; Community Facilities Scheme – Littleton Community Resource Centre.</li> <li>8. Facilitate development and promotion of North Tipperary Comhairle na nÓg.</li> </ol>	<ol style="list-style-type: none"> <li>1. Initiatives ongoing.</li> <li>2. Support Programmes ongoing.</li> <li>3. Strategy Adopted by NTCC, other steering committee members bringing plan to their boards for approval.</li> <li>4. Pilot Buddying Scheme developed and Mental Health event “Taking Care of our Health” held September 2010 in Upperchurch.</li> <li>5. County Childcare &amp; Thurles Action for Community Development Plans endorsed.</li> <li>6. Plan currently under review as requested by Department.</li> <li>7. Planning Permission submitted and lease of land being prepared.</li> <li>8. Members attended Networking Event in February &amp; Dáil Na nÓg in March. Operation of Comhairle na nÓg for 2010/11 awarded to Tipperary Regional Youth Service. AGM held on 17<sup>th</sup> November 2010</li> </ol>

<b>Community &amp; Enterprise Department (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>4</b>	To promote economic development in North Tipperary in association with the Statutory and Local Development Sectors.	<ol style="list-style-type: none"> <li>1. Support Tourism Co. in implementing 2010 Action Plan.</li> <li>2. Contribute to implementation of Lough Derg Marketing Strategy.</li> <li>3. Contribute to development of tourism infrastructure and other tourism initiatives in North Tipperary.</li> <li>4. Support development of economic infrastructure in North Tipperary.</li> <li>5. Support promotion of Thurles through Thurles Marketing Initiative.</li> <li>6. Support promotion of Nenagh through Nenagh Marketing &amp; Development Initiative.</li> <li>7. Implement SERVE Project.</li> <li>8. Support development and implementation of Reskilling &amp; Upskilling of Employees.</li> <li>9. Contribute to development of a North Tipperary Promotional Strategy.</li> <li>10. Collaborate with South Tipperary County Development Board on county initiatives, as appropriate.</li> </ol>	<ol style="list-style-type: none"> <li>1. Tipperary Guidebook 2011 produced. Promotions attended. Websites review ongoing. Packages Training Programme ongoing. CANTATA Project progressing.</li> <li>2. Ideas Generation Workshop planned for February 2011.</li> <li>3. Works completed on Lough Derg Way, Devil's Bit &amp; Kilcommon Walks in Walks Scheme.</li> <li>4. Rearcross Community Enterprise Centre completed. Thurles &amp; Cloughjordan CECs progressing.</li> <li>5. One unit occupied in TTP.</li> <li>6. Meeting to be convened early in 2011.</li> <li>7. Phase 3 of SERVE Energy Grant Schemes completed.</li> <li>8. EGF Enterprise Sustainability Programme due to commence.</li> <li>9. Redesign of Tipperary.com website ongoing.</li> <li>10. Presentation on Centralised Local Data Unit scheduled for next EWG meeting.</li> </ol>
<b>Our Goal 2:</b>	<b>To facilitate delivery of economic, social, cultural services and functions on behalf of North Tipperary Local Authorities as required</b>		
<b>No.</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>1</b>	To co-ordinate development and implementation of the Disability Strategy Action Plan.	<ol style="list-style-type: none"> <li>1. Facilitate development of National Disability Strategy funded 2010 Action Plan.</li> <li>2. Submit 2010 Action Plan to DoEHLG &amp; organise drawdown of funding allocation.</li> </ol>	<ol style="list-style-type: none"> <li>1. Action Plan developed.</li> <li>2. Action Plan approved and works ongoing.</li> </ol>

<b>Community &amp; Enterprise Department (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>2</b>	To manage the development of tourism related activities.	<ol style="list-style-type: none"> <li>1. Implement Lough Derg International Water Park Project.</li> <li>2. Develop tourism infrastructure through NDP Tourism Infrastructure Programme etc.</li> </ol>	<ol style="list-style-type: none"> <li>1. Project nearing completion.</li> <li>2. Work on Roscrea Historic Town Project ongoing.</li> </ol>
<b>3</b>	To support North Tipperary Childcare Committee in the promotion of childcare in North Tipperary having regard to the National Childcare Strategy and the North Tipperary Childcare Strategy.	<ol style="list-style-type: none"> <li>1. Facilitate the administration of the County Childcare Committee through employing its staff, providing office accommodation &amp; administering budget.</li> <li>2. Support to CCC to promote Childcare Strategy 2007 – 2010.</li> </ol>	<ol style="list-style-type: none"> <li>1. Facilitation of CCC ongoing.</li> <li>2. Support to CCC to promote Childcare Strategy 2007 - 2010 ongoing.</li> </ol>
<b>4</b>	To promote cultural development in North Tipperary in association with the statutory and voluntary sectors.	<ol style="list-style-type: none"> <li>1. Continue to support the development of Nenagh Heritage Centre.</li> </ol>	<ol style="list-style-type: none"> <li>1. Support to Nenagh Heritage Centre ongoing.</li> </ol>
<b>5</b>	To assist community & voluntary groups through the provision of nationally and locally funded schemes.	<ol style="list-style-type: none"> <li>1. Continue to implement the Community, Sport &amp; Cultural Grants Scheme.</li> <li>2. Administer and implement national schemes as appropriate.</li> <li>3. Administer funding for North Tipperary Community &amp; Voluntary Forum.</li> </ol>	<ol style="list-style-type: none"> <li>1. Payments ongoing. Review of scheme commenced.</li> <li>2. Administration and implementation ongoing.</li> <li>3. DoEHLG allocation paid to CAVA.</li> </ol>
<b>6</b>	To respond to and develop new economic, social and cultural initiatives, as appropriate.	<ol style="list-style-type: none"> <li>1. Submit applications, on behalf of NTCC, for relevant initiatives and develop as appropriate.</li> </ol>	<ol style="list-style-type: none"> <li>1. Roscrea Youth Café application approved.</li> </ol>

## Childcare – North Tipperary County Childcare Committee

<b>Our Goal 1:</b>	<b>To help ensure there is sufficient and adequate childcare places available in North Tipperary</b>		
No.	Strategy	For 2010	31 <sup>st</sup> December 2010
<b>1</b>	To support providers to maintain and sustain current levels of childcare provision.	<ol style="list-style-type: none"> <li>1. Facilitate business management workshops in three geographical areas in North Tipperary.</li> <li>2. Facilitate a HR and business mentoring service for childcare providers.</li> <li>3. Supports the development of new childcare services</li> </ol>	<ol style="list-style-type: none"> <li>1. Training events held in Thurles &amp; Nenagh. A 3rd planned for Templemore did not take place due to insufficient numbers.</li> <li>2. 8 services availed of HR and business mentoring.</li> <li>3. 7 new sessional services opened in 2010, 3 services closed.</li> </ol>
<b>2</b>	To assist the Office of the Minister for Children & Youth Affairs to implement the Early Childhood Care & Education Scheme in North Tipperary.	<ol style="list-style-type: none"> <li>1. Disseminate all information relating to the ECCE scheme to childcare providers.</li> <li>2. Promote the scheme and provide information to parents.</li> <li>3. Liaise with Departmental officials on behalf of childcare providers.</li> </ol>	<ol style="list-style-type: none"> <li>1. Information disseminated to all providers.</li> <li>2. Information disseminated to parents through a variety of media</li> <li>3. Staff contacted OMCYA on behalf of Childcare providers with regard to particular issues in implementing funding schemes.</li> </ol>
<b>3</b>	To support the implementation of the community childcare subvention scheme.	<ol style="list-style-type: none"> <li>1. Support community childcare providers to avail of this scheme.</li> <li>2. Assist management committees with financial reports to POBAL.</li> </ol>	<ol style="list-style-type: none"> <li>1. 1 new service was facilitated to enter this scheme.</li> <li>2. 5 management committees were supported.</li> </ol>
<b>4</b>	To implement the childminding & Parent & Toddler initiatives in North Tipperary.	<ol style="list-style-type: none"> <li>1. Provide training, information and networking opportunities for childminders in the home.</li> <li>2. Process childminder development grants.</li> <li>3. Advertise and process Parent &amp; Toddler grants.</li> </ol>	<ol style="list-style-type: none"> <li>1. Quality awareness training programmes were held in Templemore and Nenagh. 18 network events were facilitated.</li> <li>2. 15 €1000 childminder grants were processed.</li> <li>3. 20 Parent &amp; Toddler grants were processed.</li> </ol>

<b>Childcare – North Tipperary County Childcare Committee (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>Our Goal 2:</b>	<b>To promote the development of quality standards and targets for childcare in North Tipperary, by supporting training and information for childcare providers on a continuous basis.</b>		
<b>1</b>	<b>To continue to provide financial support to those childcare workers participating in accredited training.</b>	<ol style="list-style-type: none"> <li>1. Provide subsidy of €50 per module for eligible participants participating in FETAC level 5 childcare courses.</li> <li>2. Provide subsidy of €100 per module for eligible participants on FETAC Level 6 childcare courses.</li> </ol>	<ol style="list-style-type: none"> <li>1. 34 participants were supported over 14 modules of FETAC level 5.</li> <li>2. 44 participants were with supported with 8 modules of level 6.</li> </ol>
<b>2</b>	<b>To provide Non-accredited Training</b>	<ol style="list-style-type: none"> <li>1. Facilitate a schedule of training, including manual handling, behaviour management, First – Aid Buntus Start and Keeping Safe / Child-Protection, Curriculum and Quality Assurance Training.</li> </ol>	<ol style="list-style-type: none"> <li>1. Schedule of training was completed. 5 Professional development events were facilitated A total of 94 childcare workers attended. 3 network events were facilitated providing information on the national practice frameworks Aístear &amp; Siolta.</li> </ol>
<b>3</b>	<b>To continue to disseminate information relevant to the childcare sector</b>	<ol style="list-style-type: none"> <li>1. Publish two news bulletins for circulation to childcare providers.</li> <li>2. Publish one newsletter for general circulation.</li> <li>3. Maintain website by regular updating of information.</li> </ol>	<ol style="list-style-type: none"> <li>1. 2 news bulletins were published and circulated.</li> <li>2. 1 newsletter was circulated.</li> <li>3. Website monitored updated on a monthly basis or as required.</li> </ol>
<b>Our Goal 3:</b>	<b>To continue to promote Social Inclusion by providing support and information to Community and Voluntary Groups on anti-bias childcare provision.</b>		
<b>1</b>	To provide support and training for childcare providers.	<ol style="list-style-type: none"> <li>1. Disseminate information on anti-bias training events to all childcare providers.</li> </ol>	Information on anti-bias disseminated to all providers. Diversity training planned for 2011/2012.
<b>2</b>	To provide supports for voluntary management committees of community services.	<ol style="list-style-type: none"> <li>1. Provide one to one information and assistance on all issues for voluntary management committees.</li> </ol>	<ol style="list-style-type: none"> <li>1. HR &amp; management supports provided to 8 management committees in 2010.</li> </ol>
<b>3</b>	To deliver community services in disadvantaged areas.	<ol style="list-style-type: none"> <li>1. Through participation on the CDB Social Inclusion Measures Committee assist community groups to develop childcare services in disadvantaged areas.</li> </ol>	<ol style="list-style-type: none"> <li>1. Staff attended meetings with Littleton Development group to support the development of a childcare service. The group are preparing an application to submit to NTLP for a community facility with a view to including a childcare service.</li> </ol>
		<ol style="list-style-type: none"> <li>2. Provide one to one advice and support to voluntary management committees.</li> </ol>	<ol style="list-style-type: none"> <li>2. Telephone support provided to management committees on a variety of issues.</li> </ol>

## Arts Services

Our Goal	<b>To improve the artistic life of our citizens by the provision of a quality and responsive arts service, which will work in co-operation with others to develop provision for the arts in North Tipperary in line with the availability of resources and the overall objectives of the Local Authority.</b>		
No.	Strategy	For 2010	31 <sup>st</sup> December 2010
1	To recognize, encourage and promote artistic creativity at all levels in North Tipperary.	<ol style="list-style-type: none"> <li>1. Artist in Primary School Scheme – advertise and fund approx. 5 – 6 projects in 2010.</li> <li>2. Develop second County Arts Plan</li> <li>3. Maintain and develop the arts programme in line with available resources.</li> </ol>	<ol style="list-style-type: none"> <li>1. 5 Projects completed in 2010.</li> <li>2. Review of key schemes in 2010 – plan development will continue into 2011.</li> <li>3. Arts Programme Completed.</li> </ol>
2	To support increased professional presentation standards for the arts in the county.	<ol style="list-style-type: none"> <li>1. Input to the arts element of The Source Arts Centre will be continued in 2010.</li> <li>2. Continue development of public art policy as per the arts plan</li> <li>3. Continue to develop and promote bursaries for professional artists</li> <li>4. Advertise Local Drama Scheme</li> </ol>	<ol style="list-style-type: none"> <li>1. On-going input throughout 2010.</li> <li>2. On-going, to be continued into 2011 in line with the development of new arts plan.</li> <li>3. Eight professional development awards &amp; 3 bursary awards in 2010.</li> <li>4. Deferred until early 2011 due to staff leave.</li> </ol>
3	To encourage participation in the arts.	<ol style="list-style-type: none"> <li>1. Continue literature development programme including support to developing Literary Festival in Dromineer and the development of bursary opportunities for writers.</li> <li>2. Initiate delivery of new Music Development Strategy.</li> <li>3. Continue &amp; consolidate North Tipperary youth theatre programme in two areas.</li> </ol>	<ol style="list-style-type: none"> <li>1. The 7<sup>th</sup> Dromineer Literary Festival completed Oct 2010. One writer's bursary awarded.</li> <li>2. Actions completed or underway in line with available resources e.g. Research project-training for pre-school providers ongoing &amp; Crossbones initiative completed.</li> <li>3. Spring and Autumn seasons completed in Nenagh and Thurles.</li> </ol>
4	To develop audiences for the arts and to promote increased access to artistic activity by the broader community.	<ol style="list-style-type: none"> <li>1. Bring Arts Act Grants recommendations to the April Meeting of Council.</li> <li>2. Continue to input to and support the development of festivals in the county.</li> </ol>	<ol style="list-style-type: none"> <li>1. 35 grants were allocated to local groups in 2010.</li> <li>2. Festival Programme for 2010 completed. Support, advice and/or funding provided to six festivals in 2010.</li> </ol>

<b>Arts Services (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>5</b>	To consolidate existing partnerships and develop new partnerships in the provision of arts activity in the county.	<ol style="list-style-type: none"> <li>1. Continue to develop Film Week in Nenagh with partner organisations.</li> <li>2. Maintain library/arts programme and develop Bealtaine Festival in partnership with the Library Service and South Tipperary Arts Office.</li> </ol>	<ol style="list-style-type: none"> <li>1. Event took place in April.</li> <li>2. All County Tipperary Bealtaine Festival delivered during May consisting of over 60 events.</li> </ol>
<b>6</b>	To further develop access to information on the arts in the county.	<ol style="list-style-type: none"> <li>1. Continue production of Arts Newsletter in 2010.</li> <li>2. Maintain practice of meeting with groups and individuals requesting information.</li> <li>3. Continue promotion of on-line artist's database.</li> <li>4. Continue to respond to queries and requests for information as well as initiating provision of information to relevant recipients on receipt by the Arts Office.</li> </ol>	<ol style="list-style-type: none"> <li>1. One newsletter developed and circulated. On-going information and opportunities by e-mail.</li> <li>2. On-going.</li> <li>3. Ongoing.</li> <li>4. On-going. <i>"Keeping Safe"</i> - Child Protection Awareness Raising training course organised with the HSE for the arts sector.</li> </ol>

## Libraries Services

Our Goal	<b>To ensure that everyone has equal opportunity access to a high quality Library and Information Service which is responsive to the changing needs of our communities and is fully supportive of the process of life-long learning.</b>		
No.	Strategy	For 2010	31 <sup>st</sup> December 2010
1	Progress the Library Capital Programme and Library Priorities Programme.	<ol style="list-style-type: none"> <li>1. Advance plan to develop a new library in Tipperary Town.</li> <li>2. Advance plan to develop a new library in Newport.</li> <li>3. Prioritise and undertake maintenance work at Clonmel, Carrick-On-Suir libraries, and other locations as necessary.</li> <li>4. Prepare an Implementation Plan under the Disability Act 2005 and prioritise and address capital works as identified in this plan.</li> <li>5. Advance plan to re-develop Cahir Library in association with South Tipperary County Council.</li> <li>6. Actively seek ways of improving library services in Cloughjordan.</li> </ol>	<ol style="list-style-type: none"> <li>1. Deferred.</li> <li>2. Deferred.</li> <li>3. Work completed in Clonmel. Tenders sought for work in Carrick-on-Suir</li> <li>4. Work specified for Roscrea (automatic doors) and Carrick-on-Suir (toilet conversion, etc.).</li> <li>5. Awaiting decision of South Tipperary Co. Co.</li> <li>6. Discussions ongoing with Cloughjordan Development Committee re provision of library premises.</li> </ol>
2	Continue to foster and encourage use of Library services in Co. Tipperary.	<ol style="list-style-type: none"> <li>1. Monitor and analyse Library service provision through the Service Indicators process.</li> <li>2. Continue to develop close links with community groups and organisations.</li> <li>3. Promote a culture of reading in the community.</li> <li>4. Encourage children to become active library users</li> <li>5. Continue to forge close links with Schools and other formal Education agencies.</li> </ol>	<ol style="list-style-type: none"> <li>1. Ongoing.</li> <li>2. Ongoing through branches and SIMs (see 4.5).</li> <li>3. Continuous focus on this goal highlighted by Tipperary Reads 2011; Bealtaine; Writer workshops; Bookclubs; Author visits; Children's Book Festival; Website and blog promotions.</li> <li>4. Countywide programme of school/class visits continued in 2010: over 1500 children attended CBF events: Children's Summer Book Bus; Nenagh Literacy Project.</li> <li>5. Continually ongoing. Also see 4.3.</li> </ol>

<b>Libraries Services (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
		6. Continue to develop partnerships with other organisations involved with Arts, Culture and Heritage in Co. Tipperary.	6. Actively participated in Tipperary Bealtaine Festival, CBF, Cashel Arts Festival as well as many local initiatives in partnership with Arts Officers, local groups and individuals.
<b>3</b>	Manage the organisation's responsibilities under the Disability Act 2005.	<ol style="list-style-type: none"> <li>1. Prepare an Implementation Plan and manage the roll-out of same.</li> <li>2. Seek Disability Funding from Dept. of Environment, Heritage and Local Government.</li> </ol>	<ol style="list-style-type: none"> <li>1. List of priorities for 2010 prepared and works specified.</li> <li>2. Funding of €21,850 received from Dept. Additional €19,000 confirmed available from South Tipperary Co. Co. for Carrick-on-Suir Library.</li> </ol>
<b>4</b>	Continue to support and develop policies for social inclusion in all libraries.	<ol style="list-style-type: none"> <li>1. Undertake targeted promotion and development of Assistive Reading Technologies to achieve maximum use of these facilities.</li> <li>2. Provide training, where required, for designated staff in the provision of Library Services to marginalized groups and individuals.</li> <li>3. Continue to extend outreach facilities to marginalised and disadvantaged groups and individuals in the community.</li> <li>4. Continue to improve the range of foreign language materials available at branch library level.</li> <li>5. Continue to participate actively in SIMs (Social Inclusion Measures) groups and other organisations/agencies involved in the provision of services to marginalised individuals and groups.</li> </ol>	<ol style="list-style-type: none"> <li>1. All relevant staff trained in use of technology in readiness for promotion drive in early 2011.</li> <li>2. Children's Services and Assistive Reading Technologies training completed in 2010.</li> <li>3. Continued regular programme of Nursing Home visits and Schools visits. Piloted the Children's Summer Book Bus; Housebound Service (with Muintir na Tíre). Family Literacy workshops held for Traveller groups in Roscrea and Nenagh.</li> <li>4. Ongoing.</li> <li>5. Produced 'Library Services for the Unemployed' leaflet and webpage as part of Training and Employment SIM. Participated in the Mental Health Seminar in Upperchurch as part of Rural Isolation SIM.</li> </ol>
<b>5</b>	Continue to improve the quality and standard of bookstock and non-book material.	1. Manage Bookfund spending of €300,000.	1. Completed.

<b>Libraries Services (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>6</b>	Continue to improve access to Internet and Information Technologies and to develop a wider range of web services for remote/home users of Library Services.	<ol style="list-style-type: none"> <li>1. Further extend wireless internet access to libraries.</li> <li>2. Continue to seek improvements in internet and ICT provision in all libraries.</li> <li>3. Commence retrospective cataloguing of Bookstore stock.</li> <li>4. Further develop <a href="http://www.tipperarylibraries.ie">www.tipperarylibraries.ie</a>, specifically e-library services &amp; electronic resources.</li> </ol>	<ol style="list-style-type: none"> <li>1. Phase one completed. WiFi available in Nenagh, Roscrea, Thurles, Carrick-on-Suir, Cashel, Clonmel.</li> <li>2. Ongoing.</li> <li>3. Work commenced.</li> <li>4. Expanded blog facility. Bookcovers added to Online Catalogue. Work continually ongoing.</li> </ol>
<b>7</b>	Seek ways of developing optimum opening hours in order to provide improved access to library services.	<ol style="list-style-type: none"> <li>1. Review existing opening hours in light of current staffing levels.</li> </ol>	<ol style="list-style-type: none"> <li>1. Review commenced.</li> </ol>
<b>8</b>	Continue to provide Staff Training and Development programmes.	<ol style="list-style-type: none"> <li>1. Continue BSc. Econ. Information &amp; Library Studies &amp; Masters in Information &amp; Library Studies programme.</li> <li>2. Identify appropriate training needs courses and support, facilitate and encourage staff attendance at these.</li> <li>3. Provide appropriate Irish language education &amp; training for staff to meet requirements under Irish Language Scheme 2007-2010.</li> </ol>	<ol style="list-style-type: none"> <li>1. Ongoing.</li> <li>2. Range of relevant in- house and other training courses provided in 2010.</li> <li>3. Completed.</li> </ol>
<b>9</b>	Participate in Shared Services initiatives where appropriate, in order to maximise resources and to achieve improved efficiencies and services.	<ol style="list-style-type: none"> <li>1. Implement modules of CORE HR/Pay/Superannuation/ Time &amp; Attendance in conjunction with North Tipperary County Council.</li> <li>2. Continue to develop interagency co-operation in service delivery.</li> </ol>	<ol style="list-style-type: none"> <li>1. Ongoing.</li> <li>2. Ongoing.</li> </ol>
<b>10</b>	Manage the Performance Management Development System (PMDS) process.	<ol style="list-style-type: none"> <li>1. Complete Team Development Plans.</li> <li>2. Complete Personal Development Plans.</li> </ol>	<ol style="list-style-type: none"> <li>1. Completed.</li> <li>2. Completed.</li> </ol>

<b>Libraries Services (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>11</b>	Implement best practice Corporate Governance and Risk Management policies.	1. Continue to review and assess risks as outlined in the Draft Risk Register and mitigate as appropriate.	1. Register amended and endorsed.
<b>12</b>	Support the ongoing development of Workplace Partnership.	1. Position of Workplace Partnership to be clarified.	1. Participating in North Tipperary Workplace Partnership process.
<b>13</b>	Manage the organisation's responsibilities under Health & Safety legislation.	1. Update Library Service Safety Statement. 2. Complete Risk Assessment of all Library Buildings. 3. Assess and address staff training needs.	1. Work in progress. 2. Clonmel completed. Further work ongoing. 3. H&S training requirements for 2010 completed.
<b>14</b>	Secure the organisation's responsibilities under the Official Languages Act 2003 and help to promote and develop the use of the Irish language.	1. Address any outstanding issues in the Irish Language Scheme 2007-2010. 2. Co-operate with North Tipperary Co. Council in the drafting of the post 2010 scheme.	1. Completed. 2. Completed

## Local Democracy

Our Goal	<b>To support and facilitate the democratic structures including committees.</b>		
No.	Strategy	For 2010	31 <sup>st</sup> December 2010
1	To ensure that our Elected Representatives are provided with the information, training, advice and facilities required by them to enable them to carry out their role.	<ol style="list-style-type: none"> <li>1. Continue to issue quarterly reports in respect of all major service areas.</li> <li>2. Provide presentations to the Council on any major developments etc.</li> <li>3. Participate in Regional and National presentations and seminars.</li> <li>4. Continue and improve ICT support.</li> <li>5. Carry out Training Needs Assessment.</li> <li>6. Develop Training Programme.</li> </ol>	<ol style="list-style-type: none"> <li>1. Quarterly reports issued to members on an on-going basis.</li> <li>2. During 2010 presentations were made to members on: <ul style="list-style-type: none"> <li>– The Rural Development Programme 2007-2013</li> <li>– The Regional Planning Guidelines</li> <li>– The River Basin Management Plans</li> <li>– The North Tipperary Tourism Company</li> <li>– The Sports Disability Officer Programme</li> <li>– The North Tipperary Football Development Officer</li> </ul> </li> <li>3. Information on any relevant Conferences, Seminars etc. circulated to members and attendance facilitated as appropriate.</li> <li>4. On-going.</li> <li>5. Members requested to submit details of training needs.</li> <li>6. On-going.</li> </ol>
2	To facilitate meetings of the Council and of Committees of the Council.	<ol style="list-style-type: none"> <li>1. Continue to issue Agendas/ documentation.</li> </ol>	<ol style="list-style-type: none"> <li>1. On-going.</li> </ol>
3	To actively promote and assist community and sectoral involvement in the development of the County through the work of the Strategic Policy Committees, the County Development Board and the Joint Policing Committee.	<ol style="list-style-type: none"> <li>1. Continue meetings of Strategic Policy Committees and extend range of issues to be considered by them.</li> <li>2. Continue meetings of County Development Board</li> <li>3. Continue meetings of Joint Policing Committee</li> </ol>	<ol style="list-style-type: none"> <li>1. On-going. 16 SPC Meetings held in 2010.</li> <li>2. On-going.</li> <li>3. On-going. 2 meetings of JPC held in 2010.</li> </ol>

<b>Local Democracy (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>4</b>	To facilitate the democratic process through: <ol style="list-style-type: none"> <li>1. Preparation and publication of the Register of Electors.</li> <li>2. The appointment of polling places and the preparation and adoption of a polling scheme.</li> <li>3. The conduct of Local Elections.</li> </ol>	<ol style="list-style-type: none"> <li>1. Prepare and publish Register of Electors, postal voters' lists and supplements if required.</li> <li>2. Implement Polling Scheme as appropriate.</li> <li>3. Not applicable in 2010.</li> </ol>	<ol style="list-style-type: none"> <li>1. Register of Electors prepared and published. No supplement required in 2010.</li> <li>2. Polling Scheme in place.</li> <li>3. Not applicable in 2010.</li> </ol>
<b>5</b>	To provide support to our elected members who are nominated onto external committees in their role to facilitate liaison and linkage with other agencies, both local and regional.	<ol style="list-style-type: none"> <li>1. Continue to provide support, relevant information and training as required.</li> </ol>	<ol style="list-style-type: none"> <li>1. On-going.</li> </ol>

## Human Resource Management

<b>Our Goal</b>	<b>We recognise our staff as one of our key resources and their proper management of critical importance to this organisation and to the effective implementation of this plan. We commit ourselves to developing and implementing a comprehensive human resource management plan which will assist all members of staff in realising their potential and build towards an organisation with the capability of providing an excellent service to this County, (subject to the availability of resources).</b>		
<b>No.</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>1</b>	To review, as required, our staffing structure in order to assess the expertise and numbers of personnel required to implement the goals and objectives contained in this plan, subject to the availability of resources and Departmental Approval.	1. Continue to review and monitor our staffing structure having regard to available resources, funding and Departmental policy and approval.	1. Vacancies were monitored and advertised as they arose subject to departmental approval, staff requirements and available funding.
<b>2</b>	To monitor our recruitment policy on an on-going basis in order to ensure its continued effectiveness.	1. Maintain Policy under constant review.	1. Policy under continuous review.
<b>3</b>	To draft and implement an annual training programme for all members of staff and elected representatives which will deliver on the training requirements identified through the PMDS process and to review training needs on an ongoing basis subject to available resources.	1. Prepare and implement Training Plan with special emphasis on Personal Development Plan requirements.  2. Implement recommendations of review group on PMDS.	1. Delivery of training behind schedule for 2010 due to a number of factors - industrial action i.e. non-compliance with PMDS, staff shortages resulting in difficulties releasing staff for training. Also training staff were diverted to implementation of CORE. A total of €109,457.33 was spent on training to year end.  2. Deferred to 2011.

<b>Human Resource Management (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>4</b>	To implement the staff transfer policy in order to provide opportunities for staff to gain further experience and to meet with the skills/expertise requirements of the organisation.	<ol style="list-style-type: none"> <li>1. Continue to implement and evaluate as appropriate.</li> </ol>	<ol style="list-style-type: none"> <li>1. There have been a small number of internal staff transfers to date. Staff transfer policy under constant review in light of current financial situation and business requirements.</li> </ol>
<b>5</b>	To ensure the health, safety and welfare of staff through the active implementation of health and safety legislation and the progression of a staff welfare programme.	<ol style="list-style-type: none"> <li>1. Prepare and review Safety Statements as required.</li> <li>2. Prepare Standard Operating Procedures as requested.</li> <li>3. Ensure compliance with H.S.A. Improvement Notices.</li> <li>4. Continue support for Employee Assistance Service as required.</li> </ol>	<ol style="list-style-type: none"> <li>1-4. Work is on-going in this area to ensure compliance with all relevant legislation.</li> </ol>
<b>6</b>	To ensure that all members of staff work in an environment that is free from discrimination, bullying, sexual harassment and inequality of opportunity thus enabling them to develop to their full potential.	<ol style="list-style-type: none"> <li>1. Continue support for Equality Officer and Equality Action Team.</li> </ol>	<ol style="list-style-type: none"> <li>1. Continued support of these services is ongoing as required.</li> </ol>
<b>7</b>	To improve communications, encourage full participation by staff through the on-going work of the functional and cross functional teams.	<ol style="list-style-type: none"> <li>1. Continue publication of ÉIST.</li> <li>2. Continue Functional Team and Cross-functional Team Meetings</li> </ol>	<ol style="list-style-type: none"> <li>1. Éist published monthly throughout 2010 and circulated to staff, members and pensioners.</li> <li>2. Meetings held regularly</li> </ol>
<b>8</b>	To further enhance staff development and acceptance of responsibility through the appropriate delegation of functions.	<ol style="list-style-type: none"> <li>1. Continue to evaluate the potential for delegation and the provision of appropriate training.</li> </ol>	<ol style="list-style-type: none"> <li>1. Delegation of functions and training provided where appropriate with regard to availability of resources.</li> </ol>

<b>Human Resource Management (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>9</b>	To provide advice and information to staff in relation to their superannuation arrangements and to assist staff in their preparation for retirement.	<ol style="list-style-type: none"> <li>1. All staff to be informed and advised of scheme/ entitlements.</li> <li>2. Pre-retirement courses to be included in Training Plan</li> </ol>	<ol style="list-style-type: none"> <li>1. Assistance and information was provided as required.</li> <li>2. Pre –retirement training was provided where requested.</li> </ol>
<b>10</b>	To modernize HR/Superannuation and Payroll processes through the implementation of the new HR management system	<ol style="list-style-type: none"> <li>1. Participate in the roll out of the new System.</li> </ol>	<ol style="list-style-type: none"> <li>1. Implementation of CORE system continues – Organisation Structure and Payroll modules have been implemented to year end. Work is on-going on Time &amp; Attendance module with a deadline for implementation of February 2011. Superannuation module implementation scheduled for early 2011.</li> </ol>

## Corporate Support

Our Goal	<b>To provide an efficient quality of support to our customers, both external and internal, across a wide range of activities.</b>		
No.	Details	For 2010	31 <sup>st</sup> December 2010
1	To provide an efficient, courteous and well informed service to our customers who access our services through the main Council switchboard or through our front-line Reception area.	<ol style="list-style-type: none"> <li>1. Have rosters in place to ensure that experienced staff are available to provide services at Reception as required.</li> <li>2. Have procedures in place to cover all matters relating to Reception.</li> <li>3. Provide appropriate training where required.</li> </ol>	<ol style="list-style-type: none"> <li>1. Rosters in place.</li> <li>2. Procedures reviewed in 2010 &amp; updated.</li> <li>3. Training arranged for Helpline staff for Major Emergency &amp; was undertaken in Jan 2011.</li> </ol>
2	To facilitate communications by members of the public and staff through continuous review of our telephone systems and services including landlines and mobiles.	<ol style="list-style-type: none"> <li>1. Report faults immediately.</li> <li>2. Have maintenance contract in place in respect of landlines.</li> <li>3. Liaise with service providers as required in relation to landlines and mobiles.</li> <li>4. Update list of contacts on website and intranet as required.</li> </ol>	<ol style="list-style-type: none"> <li>1. Achieved.</li> <li>2. Achieved.</li> <li>3. Ongoing.</li> <li>4. Ongoing.</li> </ol>
3	To manage the distribution or postage as appropriate of mail including internal and external correspondence and electronic mail which is addressed to <a href="mailto:secretary@northtippecoco.ie">secretary@northtippecoco.ie</a> ensuring compliance with confidentiality and Data Protection requirements.	<ol style="list-style-type: none"> <li>1. Distribute in-coming post daily.</li> <li>2. Collect out-going post daily from all sections with the Civic Offices, arrange for franking and transmission to Post Office.</li> <li>3. Attend to emails addressed to <a href="mailto:secretary@northtippecoco.ie">secretary@northtippecoco.ie</a> daily.</li> <li>4. Have procedures in place to cover all matters relating to post.</li> <li>5. Ensure that Data Protection registration is up to date and that staff are aware of requirements</li> </ol>	<ol style="list-style-type: none"> <li>1. Achieved.</li> <li>2. Achieved.</li> <li>3. Achieved.</li> <li>4. Procedures in place and updated in 2010.</li> <li>5. Achieved. Data Protection registration updated and renewed. Data Protection Policy agreed and posted on website &amp; intranet.</li> </ol>
4	To ensure that the Register of Electors is properly maintained and updated.	<ol style="list-style-type: none"> <li>1. Publish 2010/11 Edited and full Register of Electors on 1<sup>st</sup> February, 2010 and associated Postal &amp; Special Voter Lists.</li> </ol>	<ol style="list-style-type: none"> <li>1. Achieved.</li> </ol>

<b>Corporate Support (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
		2. Publish Supplement Register when required i.e. in the event of an Election/Referendum being held during 2010  3. Publish Draft 2011/12 Edited and Full Register and associated Postal & Special Voters Lists in November 2010	2. Not applicable.  3. Achieved.
<b>5</b>	To administer the Department of Education & Science's Higher Education Grants scheme in a way that meets with the needs of the students.	1. Administer 2009/2010 and 2010/2011 Scheme as appropriate by processing applications received and within timeframe set out in our Customer Action Plan.  2. Recoup expenditure incurred from Department.	1. Achieved.  2. Achieved.
<b>6</b>	To implement a risk management programme aimed at reducing the potential exposure to risk and limiting the associated implications for the organisation.	1. Continue to develop and update draft risk register.  2. Introduce measures as identified in the draft risk register to reduce risks.  3. Implement recommended health and safety practices and measures identified from risk assessments  4. Have regular meetings of Health & Safety Monitoring Committee.  5. Ensure staff receive appropriate training.  6. Have health and safety on agenda for all functional team meetings.	1. Ongoing.  2. Ongoing.  3. Ongoing.  4. Bi-monthly meetings ongoing.  5. Ongoing.  6. Achieved.
<b>7</b>	To ensure that adequate Insurance cover is in place for staff, property, fleet, public and all other appropriate areas.	1. Review Insurance cover at start of Year assessing level of cover, policies in place, property covered, etc.  2. Update as required.	1. Policies reviewed in 2010 and cover increased where appropriate.  2. New policy to cover Criminal Defence Costs taken out in 2010

<b>Corporate Support (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>8</b>	To co-ordinate the preparation and subsequent implementation of the Corporate Plan and Customer Action Plan and to co-ordinate the collation, reporting and analysis of service indicators.	<ol style="list-style-type: none"> <li>1. Prepare and publish Corporate Plan and Customer Action Plan 2010-2014.</li> <li>2. Prepare and publish Business Action Plans based on the Corporate Plan and the Customer Action Plan for 2010.</li> <li>3. Prepare Implementation Reports to December 2009 and June 2010 based on the appropriate Business Action Plans in place.</li> <li>4. Collate information on 2009 Service Indicators and input to LGCSB System.</li> <li>5. Bring Report on Service Indicators to members.</li> </ol>	<ol style="list-style-type: none"> <li>1. Achieved.</li> <li>2. Achieved.</li> <li>3. Achieved.</li> <li>4. Achieved.</li> <li>5. Achieved and brought before Council in July 2010.</li> </ol>
<b>9</b>	To provide information to the public on our services through co-ordination of the preparation and publication of our Annual Report.	<ol style="list-style-type: none"> <li>1. Prepare Annual Report 2009 bi-lingually and have same adopted by members.</li> <li>2. Publish Annual Report on website.</li> <li>3. Circulate to adjoining Counties, DoEHLG, libraries, etc.</li> </ol>	<ol style="list-style-type: none"> <li>1. Achieved and adopted in April 2010.</li> <li>2. Achieved.</li> <li>3. Achieved</li> </ol>
<b>10</b>	To co-ordinate central purchasing of stationery and provide advice and support in relation to purchasing of goods and services in a manner which will facilitate the smooth operation of the Council's function while ensuring compliance with relevant procedures and obtaining best Value for Money.	<ol style="list-style-type: none"> <li>1. Obtain Tenders for a suitable cross-Section of standard Stationery items to ensure best Value for Money is obtained.</li> <li>2. Utilise LVP Card wherever possible in order to reduce volume of low value Invoices going to Finance Section</li> <li>3. Make Request Form for Stationery Purchases available on the Intranet.</li> <li>4. Provide any advice/support (i.e. prices Delivery periods, product lists, etc.) as requested by various Sections.</li> </ol>	<ol style="list-style-type: none"> <li>1. Tenders will be sought mid 2011.</li> <li>2. Ongoing.</li> <li>3. Achieved.</li> <li>4. Ongoing.</li> </ol>

<b>Corporate Support (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>11</b>	To ensure better availability and a higher standard of public services through Irish through preparation and implementation of an Irish Language Scheme in accordance with the Official Languages Act, 2003.	<ol style="list-style-type: none"> <li>1. Prepare Second Irish Language Scheme 2010 – 2013.</li> <li>2. Prepare regular reports to members on the Scheme.</li> <li>3. Publish scheme on website &amp; issue press release.</li> <li>4. Prepare Action Plan for implementation of new Scheme when approved.</li> <li>5. Progress implementation.</li> <li>6. Provide training, advice and support as required.</li> </ol>	<ol style="list-style-type: none"> <li>1. Scheme prepared and sent to Department for approval.</li> <li>2. Achieved.</li> <li>3. Awaiting approval of scheme from Department.</li> <li>4. Awaiting approval of scheme from Department.</li> <li>5. Awaiting approval of scheme from Department.</li> <li>6. Ongoing.</li> </ol>

## Workplace Partnership

Our Goal	<b>To strengthen and further enhance the partnership culture across North Tipperary Local Authorities.</b>		
No.	Strategy	For 2010	31 <sup>st</sup> December 2010
1	To continue the development and implementation of a workplace partnership plan consisting of policies, strategies and work programmes aimed at implementing change within the organisation through the partnership process and deliver on objectives in accordance with National Partnership Strategies.	<ol style="list-style-type: none"> <li>1. Develop an Action Plan for National Partnership Strategy 2009-2011.</li> <li>2. Continue to support the development of the Information and Consultation agreement through the partnership structure.</li> <li>3. Implement remaining projects identified under Handling Significant Change Through Partnership.</li> <li>4. Identify new projects suitable for development and implementation under Handling Significant Change Through Partnership.</li> <li>5. Develop and implement projects where funding has been secured from LANPAG.</li> </ol>	<ol style="list-style-type: none"> <li>1. Currently in abeyance – waiting on national developments to progress action plan.</li> <li>2. On-going.</li> <li>3. Progress impacted on by work-to-rule.</li> <li>4. No new projects identified due to work-to-rule.</li> <li>5. On-going.</li> </ol>
2	To ensure that effective information and consultation arrangements continue to apply between staff, management and unions particularly with regard to the implementation of change.	<ol style="list-style-type: none"> <li>1. Hold a meeting of the steering committee involving full time union officials, management team and representatives from the partnership committee.</li> <li>2. Continue to hold regular meetings of the main partnership committee and working groups</li> <li>3. Consult with unions and management on issues to be addressed through workplace partnership.</li> <li>4. Establish working groups to examine new issues identified as suitable for consideration by workplace partnership</li> <li>5. Continue to invite submissions from staff in relation to issues under examination and/or bring forward issues for consideration.</li> </ol>	<ol style="list-style-type: none"> <li>1. Two meetings held.</li> <li>2. Meetings of Committee held monthly and working groups as required.</li> <li>3. On-going.</li> <li>4. Examination of Working Group in Fire Services conducted.</li> <li>5. On-going.</li> </ol>

<b>Workplace Partnership (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
		<p>6. Have Workplace Partnership included as agenda items on all Functional and Cross Functional Team meetings.</p> <p>7. Have Workplace Partnership included as agenda item for all union meetings.</p>	<p>6. Included on Agendas.</p> <p>7. Unions requested to include on agendas.</p>
<b>3</b>	To ensure that effective communication continues to take place between the Partnership Committee and all stakeholders in order to maximize awareness of partnership.	1. Continue to develop partnership website on intranet.	1. Relevant information placed on website.
		2. Continue to use Éist and flyers in pay pack to bring issues being addressed to the attention of staff and invite ideas/suggestions for issues to be addressed	2. Items included in Éist and flyers issued as required.
		3. Use e-mail and intranet system to communicate with staff internally in relation to matters under consideration and issues being addressed.	3. E-mail and Intranet utilised.
		4. E-mail minutes of partnership meetings to full time union officials.	4. Minutes e-mailed.
		5. Provide induction training to staff members.	5. No induction training required in 2010.

## Financial Management

**Our Goal** To ensure that all activities of this Council are based on sound financial management practices and comply with appropriate legislation and best accounting standards and practice so that all available resources are maximised and allocated in a manner that enables full implementation of all the strategies contained in this plan.

**\*We will implement all the strategies contained in this plan while attempting to meet the challenges presented by evolving economic uncertainty**

No.	Strategy *	For 2010	31 <sup>st</sup> December 2010
1	To provide timely and accurate financial information and advice for all users to enable good decision-making.	<ol style="list-style-type: none"> <li>1. Prepare 2011 Budget for County Council in Costings Format. Post payroll savings against appropriate budgets and account elements. Set up dedicated opcodes for budget adjustments to facilitate tracking: Reallocations/ Reduced or Increased Funding/ Reallocation of Budgets.</li> <li>2. Provide assistance to Town Councils in preparing their 2011 budgets in the Costing format.</li> <li>3. Continue to ensure that information held on Agresso in respect of commitments, debtors, payroll interfaces and other relevant financial information is up to date, in conjunction with review of Misc Billing.</li> <li>4. Schedule training as required for Agresso "end-users" in all sections, including the extraction of management information.</li> <li>5. Update and develop template enquiries.</li> <li>6. Produce Quarterly Finance report for Council meetings</li> <li>7. Prepare the 2009 Annual Financial Statement by May 2010.</li> </ol>	<ol style="list-style-type: none"> <li>1. Completed. Budget prepared in costings format. Payroll savings calculated and budget adjustments posted. New opcodes set up to track budget adjustments in 2010 under the following headings: <ul style="list-style-type: none"> <li>• Reallocations,</li> <li>• Savings,</li> <li>• Additional Funding and</li> <li>• Reduced Funding.</li> </ul> </li> <li>2. Assistance provided.</li> <li>3. Commitments brought forward annually from previous years, complete for all 4 authorities. Weekly payroll interfaces checked. Partial review of Misc Billing, and to be progressed in 2011.</li> <li>4. Management reports further developed; Payroll %s ytd &amp; monthly comparison, monthly overtime, weekly receipts, monthly travel expenses, monthly Revenue Expenditure &amp; Inc, capital reports. Management reports scheduled.</li> <li>5. Regular advice is given relating to templates.</li> <li>6. Achieved.</li> <li>7. Completed April 2010.</li> </ol>

<b>Financial Management (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
		<p>8. Provide assistance to Town Councils to ensure that their Annual Financial Statement for 2009 is published before May 2010.</p> <p>9. Produce Quarterly Budget Management information to section Heads.</p> <p>10. Prepare regular reports on schedule of rates and water arrears.</p> <p>11. Circulate monthly reports to all approvers detailing open purchase Orders as appropriate.</p> <p>12. Provide on-going Agresso maintenance and support to end-users.</p> <p>13. Keep end-users informed of relevant changes relating to payroll, travelling expenses, AP, etc. e.g. Revenue changes to VAT, Payroll levies, payroll reductions, etc.</p> <p>14. Prepare for implementation of and provide staff training on accounting for VAT on certain services from 1/7/2010, e.g. landfill, off-street parking and burial ground spaces.</p> <p>15. Review all Agresso request forms and revise if necessary</p> <p>16. Provide ad hoc advice on all areas as required, including training where necessary.</p>	<p>8. Assistance provided.</p> <p>9. Monthly Income and Exp monthly management reports prepared. Budget management meetings held February, October, Nov 2010 and year end scheduled for Jan 2011. New format monthly report with Exp and Income by sub-svc and area, developed in Q4.</p> <p>10. Schedules prepared in Jan and updated regularly throughout the year.</p> <p>11. Open PO's circulated monthly, extensive clear-out of older PO's towards the year end and follow up as part of accruals process in early 2011.</p> <p>12. On-going support delivered in all aspects of Agresso.</p> <p>13. Revenue e-brief notifications read and distributed to the appropriate sections. Training provided to AP/payroll staff, on-going. Info on NPPR circulated to relevant staff.</p> <p>14. Seminars attended, and systems put in place to prepare for implementation of VAT from 1/7/2010. Income preparation completed, expenditure issues to be addressed. Bi-monthly VAT returns completed via ROS to Revenue commissioners. Work on-going.</p> <p>15. Work completed and is on-going – for example, supplier set up and job code request forms.</p> <p>16. Delivered as required, on-going.</p>
<b>2</b>	To continue to support the development of an adequate internal control system in all Departments.	1. Internal Audit will respond to ad-hoc requests from Management Team to examine areas of concern identified by them.	1. Investigated and responded to request from Management Team.

<b>Financial Management (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
		2. Internal Audit will continue to develop a risk based approach to the Internal Audit function 3. Assist staff in the review of existing work practices to identify procedures which need to be strengthened to ensure efficient and effective internal controls 4. Assist in the updating and consolidating of Procedural manuals. 5. Prepare systems based audit as and when requested by DoEHLG. 6. Review external verification audit reports to ensure weaknesses identified are addressed. 7. Review issues raised by DoEHLG Auditor to ensure weaknesses identified are addressed 8. Review issues raised by the Audit Committee. 9. Continue to audit/check in the following areas: a. Cash Desk. b. Electronic Payments c. Motor Tax Transactions. d. Burial Grounds. e. Dog Pound. 10. Continue audits in progress at December 2009 and commence audits identified in the 2010 plan.	2. Ongoing throughout the year. 3. Ongoing throughout the year. 4. Ongoing throughout the year. 5. None requested. 6. Ongoing. 7. Ongoing throughout the year. 8. Ongoing. 9. a. Audit of cash desk procedures completed re three cash desk areas – two more to be finalised. Civic Office cash desk checked to Nov 10. b. Ongoing. c. Audit of checking completed and quarterly check undertaken in Sept. d. 73 checked. e. Checked to 4/10/10. 10.13 audit reports issued 4 audits reports awaiting management response. Five follow up reports on recommendations of audit received.
<b>3</b>	To monitor and control all income and expenditure.	1. Ensure budgets are set in place on a timely and accurate basis.	1. Budgets loaded as part of costings format of Budget 2010.

<b>Financial Management (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
		<p>2. Monitor Jobs on a regular basis to quickly identify jobs over budget, and ensure income has been realized.</p> <p>3. Review the Income system in relation to the issuing of invoices and demands for all areas of Misc Billing.</p> <p>Train staff at the Roscrea Regional Training Centre to issue invoices directly from Agresso instead of updating details by loadsheet.</p> <p>Introduce Misc. Billing into Town Councils as required and as appropriate, e.g. Nenagh Leisure Centre invoicing.</p> <p>4. Regular meetings with Heads of Departments on a rotational basis.</p> <p>5. Assist Town Councils to load detailed and accurate budgets for all services and sub-services of income and expenditure.</p> <p>6. Issue Rate Demands in a timely manner and follow up arrears.</p> <p>7. Issue Water Charges invoices in a timely manner and follow up arrears, including the Town Councils areas.</p> <p>8. Carry out debtor and creditor control analysis.</p> <p>9. Ensure accurate and timely processing of all supplier invoices.</p> <p>10. Ensure timely submission of all returns to the Revenue Commissioners.</p>	<p>2. Under continuous review. Plans to develop report in early 2011 to highlight jobs at 85% exp to facilitate early intervention.</p> <p>3. Misc Billing debtors examined and adjustments made as appropriate. Extend Miscellaneous Billing to all 3 town councils in 2011.</p> <p>Roscrea Regional Training Centre staff trained to raise sales orders directly from Agresso, and working well. An extensive review of customer account balances carried out to facilitate a move to directly match receipts to invoices issued. Plans to train RRTC staff on customer statements &amp; enquiries in Q1 2011.</p> <p>Advice given to towns as required.</p> <p>4. A series of meetings has been held throughout the year, and in advance of Budget Management meetings and during budget &amp; AFS process.</p> <p>5. Assistance provided as part of budget preparation process and as requested.</p> <p>6. Rate demands issued in March, with continuous follow up on arrears.</p> <p>7. Water charges issued in March and September for all 4 local authority areas and follow-up ongoing.</p> <p>8. Process automated and monthly analysis carried out, with more detailed analysis at the year end.</p> <p>9. Achieved and on-going.</p> <p>10. Achieved and on-going.</p> <p>From Jan 2010 returns are made on-line via ROS-Revenue Online Service.</p>

<b>Financial Management (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
		<p>11.Continue supplier statement reconciliations, all supplier statements received at the 31/12/2009 will be reviewed in 2010.</p> <p>12.Ensure accurate and timely completion of bank reconciliation.</p> <p>13.Ensure accurate and timely processing of all receipts transactions.</p> <p>14.Continue accurate and timely processing of all payroll transactions, including applying pay rate reductions/increases as soon as possible after the effective date. Introduce procedure to give tax/PRSI/levy/PRD relief for illness benefit to Class A officers on a current basis.</p> <p>15.Continue accurate and timely processing of all Travel and Subsistence claims. With management approval transfer all staff claimants to Scale A travel rates.</p> <p>16.Ensure accurate and timely processing of monthly and quarterly recoupments and demands.</p> <p>17.Review the feasibility of creating an Accounts Receivable section.</p> <p>18.Extend the use of templates for expenditure and income analysis and regular monitoring of key areas; payroll overtime, travel expenses, rental income.</p> <p>19.Monitor capital projects to ensure that expenditure or grants have been recouped by the section incurring the expenditure.</p> <p>20.Carry out critical review of the workings of the income accrual function.</p>	<p>11.All major supplier statements at 31/12/2009 were reconciled in 2010.</p> <p>12.Achieved on an on-going basis.</p> <p>13.Achieved on a daily basis in accordance with the customer action plan. Extensive review of cash-office procedures was done.</p> <p>14.Achieved on an on-going basis. Pay reduction introduced promptly in January 2010. COREpay introduced in Oct/Nov 2010, working well. Year end procedures were carried out and Budget changes implemented for 2011. P35/PRD/Income Levy certs issued. Procedure introduced successfully and working well. Dependent on information from HR.</p> <p>15.Achieved and working well. Travel claims interfaced to Agresso fortnightly. All claimants transferred to scale A travel rates.</p> <p>16.Achieved and will be reviewed to increase efficiency on an on-going basis.</p> <p>17.Preliminary discussions held.</p> <p>18.Management reports set up and monitored monthly.</p> <p>19.On-going, and review meetings scheduled. New capital reports were introduced to facilitate monitoring.</p> <p>20.Being reviewed in line with Miscellaneous Billing.</p>

<b>Financial Management (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
		<p>21. Prepare and circulate monthly expenditure and income reports to Management Team.</p> <p>22. Review procedures for all Finance tasks and update as required and appropriate.</p>	<p>21. Circulated on a monthly basis, with a revised format and partly automated in Q4 2010.</p> <p>22. On-going, many procedures revised in 2010, and new procedures introduced, e.g. COREpay.</p>
<b>4</b>	To develop and promote good financial practice and implement efficient upgrades to the financial management systems. (including Agresso/Payroll/ Human Resources/ Travel & Subsistence)	<p>1. Continue to convert suppliers to electronic payment, EFT.</p> <p>2. Extend the facility for collection of charges by direct debit</p> <p>3. Facilitate the introduction of new Development Levies system if the system is amended to meet requirements of NTCC, in conjunction with Planning Dept.</p> <p>4. Roll out new Agresso Customer Statement to the Sections.</p> <p>5. Extend the use of RC11 – Debtors Balance Forward, to the Sections if required. Alternatively, develop schedules routines in-house.</p> <p>6. Further roll-out On-Line Receipting to the County Council and Town Councils in conjunction with IS Section.</p> <p>7. Various upgrades to the Housing Loans module.</p> <p>8. Expansion of the existing Debtors Module to be further progressed.</p> <p>9. Further testing in conjunction with IS Section to agree measures for restoring Agresso in the event of infrastructural failure.</p>	<p>1. Suppliers paid by PO requested to supply bank account details on an on-going basis.</p> <p>2. DD facility available for rates and water customers, on-going attempts to convert further accounts. Landfill DD was not progressed due to imminent closure of landfill.</p> <p>3. Currently on hold. Planning section is not satisfied with the system, and this will be reviewed in 2011.</p> <p>4. Rolled out to sections that required it, may be progressed further in 2011, e.g. RRTC.</p> <p>5. Training completed</p> <p>6. Rolled out to Thurles Town Council. Finance Section facilitated the introduction of On-line Motor Tax at Thurles Town Council arranging issuing of an LVP card, setting up the Agresso coding and giving advice.</p> <p>7. Upgrades completed and on-going.</p> <p>8. All Town demands and town invoicing to be put on Debtors system in 2011.</p> <p>9. Finance section testing completed and further disaster recovery tests scheduled by IS Section.</p>

<b>Financial Management (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
		<p>10. Performance Management Development System – ensure preparation of team plans and completion of personal development plans for all staff.</p> <p>11. Extend use of Internet Business Banking.</p> <p>12. Further training for relevant Finance staff in accounting concepts and new costing structures.</p> <p>13. Preparatory work, training, user acceptance testing, parallel running and full introduction of COREpay for salaries, pensions, councillors, and wages in conjunction with the time &amp; attendance module of CORE HR/Payroll/S/A system.</p> <p>14. Maintain the Fixed Assets register</p> <p>15. Upgrade to Agresso for the introduction of VAT on services from 1/7/2010.</p> <p>16. Review the supplier masterfile, check accuracy of bank details, foreign supplier details, etc.</p> <p>17. Facilitate Town Councils with the introduction of Misc Billing in Agresso as required.</p> <p>18. Extend the use of Revenue Online Services ROS, make payments via ROS from January 2010.</p>	<p>10. Finance Team plans and PDPs completed after the work to rule ended.</p> <p>11. IBB use extended as required to maximize benefit of availability of up to date account information for all sections.</p> <p>12. To be progressed</p> <p>13. Data gathering, UAT, training attended in Feb/March/April. Gone live with all payroll for NTCC in 2010, including wages timesheet entry on the T&amp;A module.</p> <p>14. Register maintained.</p> <p>15. VAT on Income completed at 30/6/2010. Expenditure side to be progressed when tested at national level.</p> <p>16. Achieved and updated. Agresso forms on intranet updated also.</p> <p>17. Assistance given as required.</p> <p>18. Achieved successfully.</p>

<b>Financial Management (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>5</b>	To implement the recommendations of the Value for Money studies where appropriate for North Tipperary County Council, including promoting efficiency and effectiveness throughout the organization in order to maximize limited resources.	<ol style="list-style-type: none"> <li>1. Endeavour to meet all Corporate and Team objectives with significantly reduced staff resources.</li> <li>2. Initiate review and possible improvement of work practices and functions as identified by Finance staff members.</li> <li>3. Work practices and functions to be reviewed based on recommendations from Reports.</li> <li>4. Extend the use of Low Value Purchase cards in the remaining areas in the County Council, Environment Section, Fire Station, Purchasing officer.</li> <li>5. Consider implementation of the LGCSB system for allocation of expenditure on LVP cards.</li> <li>6. Further explore the means of integrating selected finance functions between the County and Town Councils, payroll identified for progression with introduction of COREpay.</li> <li>7. Extend the use of management reports on targeted areas; payroll savings in 2010, overtime, travel expenses, etc. and all areas identified in Aim 1.</li> <li>8. Offer assistance to the Purchasing Officer to achieve the most competitive rates.</li> <li>9. Review the Purchasing Procedures.</li> </ol>	<ol style="list-style-type: none"> <li>1. 1/2. Areas examined to introduce maximum efficiency. A number of efficiencies identified and implemented with very positive results.</li> <li>2. Staff are flexible in their approach to the changing work environment, with reduced staff numbers due to the non-replacement of staff on sick or maternity leave.</li> <li>3. Work practices in line with recommendations of VFM reports.</li> <li>4. Additional cards issued to sections as required. Working well and no further rollout anticipated.</li> <li>5. Not progressed in 2010, to be considered in 2011.</li> <li>6. Water charges function transferred. HR/Payroll project progressed and went live for NTCC in Q4 for salaries, members, wages and pensions. Towns and Library to go live in 2011.</li> <li>7. Management reports developed; Monthly reports: Payroll comparison, overtime, travelling expenses, revenue income &amp; exp, weekly receipts analysis and monthly collection % rates, water, rent.</li> <li>8. Not progressed.</li> <li>9. Currently under review.</li> </ol>
<b>6</b>	To maximise usage of Working Capital.	<ol style="list-style-type: none"> <li>1. Utilise Agresso-related systems to improve Debtor Collection rates.</li> <li>2. Ensure all commercial properties are rated.</li> </ol>	<ol style="list-style-type: none"> <li>1. CCAS and Agresso Management Reporting used.</li> <li>2. New properties identified and submitted to Valuation Office for valuation.</li> </ol>

<b>Financial Management (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
		<p>3. Ensure all non-domestic properties are being levied for water/sewerage charges.</p> <p>4. Continue to manage cash-flow to ensure that all available monies are invested at the best available commercial rate in a risk adverse manner.</p> <p>5. Ensure compliance with Prompt Payments Act.</p> <p>6. Continue to source funds as available.</p> <p>7. Assist the Planning Department in the take on of old development levy debtors to the Agresso Receivables system.</p> <p>8. Monitor road grant allocations to ensure all allocations are used and claimed in full.</p> <p>9. Assist in the collection of NPPR. Apportion share of proceeds between Town Councils.</p>	<p>3. Working with Water Services to identify new water connections.</p> <p>4. Achieved on an on-going basis and within the guidelines of the VFM report on Investment having regard to the security of all investments.</p> <p>5. On-going.</p> <p>6. On-going.</p> <p>7. Assistance has been given.</p> <p>8. On-going.</p> <p>9. Reminders sent to all registered owners on the NPPR Bureau database advising the liability date 31/3/2010, and late payment fees. Advertising campaign on local radio. All monies received by NTCC acknowledged and returned fortnightly to NPPR Bureau. Queries dealt with and advice given as necessary. Refunds processed also. Properties in the Town Council area identified and monies allocated. Follow up done on accounts paid in 2009 but not paid in 2010.</p>

## Motor Taxation

Our Goal	<b>To provide the general public with a high quality, cost effective, inclusive and accessible customer service.</b>		
No.	Strategy	For 2010	31 <sup>st</sup> December 2010
1	To provide a quality service in a fair, efficient and courteous manner.	<ol style="list-style-type: none"> <li>1. Endeavour to meet targets in Customer Action Plan.</li> <li>2. Keep queuing times to a minimum.</li> <li>3. Provide in-office training and update procedures regularly.</li> <li>4. Provide timely monthly management reports.</li> <li>5. Incorporate Health &amp; Safety in all aspects of service provision.</li> </ol>	<ol style="list-style-type: none"> <li>1. 7 of 9 targets met.</li> <li>2. 5 cashiers on counters at peak times when possible.</li> <li>3. Procedures updated on an ongoing basis. On the job training provided as required.</li> <li>4. Reports submitted on time each month.</li> <li>5. No incidents reported in 2010.</li> </ol>
2	To use available and emerging technologies to ensure maximum access, choice and quality of delivery in a cost effective manner.	<ol style="list-style-type: none"> <li>1. Continue to encourage the use of Online taxing.</li> <li>2. Continue to utilise the telephone system to provide information to the public.</li> <li>3. Implement any new Regulations and NVDF Updates introduced in 2010.</li> <li>4. Progress the provision of pilot facilities in Thurles to tax vehicles Online for customers</li> <li>5. Reduce the cost of delivering service where possible.</li> </ol>	<ol style="list-style-type: none"> <li>1. 45.36% of those eligible taxed online in 2010.</li> <li>2. Messages updated regularly.</li> <li>3. One Software release 4 Statutory Instruments and 24 circular letters in 2010.</li> <li>4. Facilities made available in December 2010.</li> <li>5. Reduced budget allocation for 2010 not exceeded.</li> </ol>

## Information Systems

<b>Our Goal</b>	<b>To facilitate the implementation of the goals and objectives contained in the Corporate plan through the provision of a progressive and effective information and communication technological (ICT) service.</b>		
<b>No.</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>Strategy 1 (A)</b>	To introduce, enhance and support modern information and communications technology in the business functions of the organisation to help them to achieve their objectives.	<p><b><u>Finance</u></b></p> <ol style="list-style-type: none"> <li>Facilitate the implementation of the Payroll module of the new HR System.</li> <li>Transfer the Agresso Test Systems from the Live environment to a Test environment.</li> <li>Set up the Annual Finance Statement to run on a separate environment to the live environment.</li> <li>Test the restoring of Payroll, Agresso, T&amp;S in the event of the infrastructure failing (fire, break in, etc).</li> <li>Provide Payroll Data Entry and Processing Services.</li> <li>Examine the use of our Contact Management system (MS CRM) as a database repository for managing the Non Principal Private Residence tax.</li> </ol>	<p><b><u>Finance</u></b></p> <ol style="list-style-type: none"> <li>Ongoing. Several modules of the system are now 'live' and other modules are being rolled out.</li> <li>Deferred until Q1 of 2011. Awaiting completion of the Server Data Consolidation action items- Virtualisation).</li> <li>Deferred until Q1 of 2011. Awaiting completion of the Server Data Consolidation action items- Virtualisation).</li> <li>Complete. Agresso, Payroll and T&amp;S 'restores' have been successfully tested.</li> <li>Ongoing.</li> <li>The CRM system could be used, however we are awaiting the delivery of a new national central hosted system. The functionality of this new system may satisfy our requirements.</li> </ol>
<b>1 (B)</b>		<p><b><u>Planning</u></b></p> <ol style="list-style-type: none"> <li>Upgrade the Planning GIS system.</li> <li>Implement and test measures for restoring the planning system in the event of the infrastructure failing (fire, break in, etc.).</li> </ol>	<p><b><u>Planning</u></b></p> <ol style="list-style-type: none"> <li>Complete.</li> <li>Complete. The 'restore' has been tested successfully by the IT section.</li> </ol>
<b>1 (C)</b>		<p><b><u>Corporate</u></b></p> <ol style="list-style-type: none"> <li>Facilitate the implementation of the new national Higher Education Grants system.</li> <li>Facilitate the upgrade of the Electoral register system.</li> </ol>	<p><b><u>Corporate</u></b></p> <ol style="list-style-type: none"> <li>No longer a requirement. Decision made not to implement the new System.</li> <li>Complete.</li> </ol>

<b>Information Systems (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
		3. Support requirements that may arise from Irish Language Scheme Action Plan.  4. Examine sending fixed line voice traffic over the Government Network.  5. Wind down the Aertel Page 622 Service.  6. Continue to enhance and support the intranet, extranet and our web sites.  7. Test the backup and restore of the intranet.	3. Ongoing.  The Irish domain name www.tiobraidaranthuaidh.ie has been registered and an Irish email address 'An Runai' set up.  4. Complete.  Fixed line traffic to mobiles is going over the Gov Data network.  5. Complete.  6. Ongoing.  7. Complete.
<b>1 (D)</b>		<u><b>Human Resources</b></u>  1. Facilitate implementation of the new HR, Superannuation and Payroll system.  2. Implement a Time and Attendance System that is compatible with the new HR System.  3. Check for inappropriate images on all machines.	<u><b>Human Resources</b></u>  1. Ongoing.  Several modules of the system are now 'live' and other modules are being rolled out.  2. Complete.  T&A system selected and clocks installed.  3. Ongoing.  Scan has started and report will be circulated in Q1 of 2011.
<b>1 (F)</b>		<u><b>Roads &amp; Transportation</b></u>  1. Facilitate changes to the Public Lighting GIS system and database.  2. Enhance the MS CRM (Contact Management Systems) to cater for requirements of Roads Section.  3. Test the Backup and Restore of the MS CRM System.	<u><b>Roads &amp; Transportation</b></u>  1. Complete.  2. Complete.  3. Complete.

<b>Information Systems (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
<b>1 (G)</b>		<u><b>Water Services</b></u> 1. Enhance the MS CRM (Contact Management Systems) to cater for Water Service's requirements.	<u><b>Water Services</b></u> 1. Complete.
<b>1 (H)</b>		<u><b>Housing</b></u> 1. Facilitate upgrades to the Housing System. 2. Facilitate the sending of information regarding new House loans to the Irish Credit Bureau.	<u><b>Housing</b></u> 1. Complete. 2. Complete
<b>1 (I)</b>		<u><b>Environment</b></u> 1. Facilitate the implementation of a Sludge Control system.	<u><b>Environment</b></u> 1. Complete
<b>1 (J)</b>		<u><b>Emergency Services</b></u> 1. Support requirements that may arise from the Major Emergency Plan.	<u><b>Emergency Services</b></u> 1. Ongoing. Attended relevant major emergency plan meetings and exercises.
<b>1(K)</b>		<u><b>Cross Functional/ Organisational</b></u> 1. Participate in the Shannon Broadband Limited project to get North Tipperary Points of Interest on Sat Navs. 2. Make the Metropolitan Area Networks broadband routes available from Google Maps / Bing Maps. 3. Review, Identify and Update Internal Control procedures.	1. Ongoing. The points of interest are available for download from the internet. 2. Complete. 3. Ongoing. A list of procedures will continue to be prepared in 2011.
<b>2</b>	To provide a secure and robust ICT infrastructural platform for the organisation.	1. Expand the use of our virtualisation technologies to reduce the number of physical servers in our Data Centre and maximise energy efficiencies through reduced power / cooling requirements. 2. Complete the buy out of our national licence agreement. 3. Complete the migration to the new email spam checker.	1. Complete. 2. Complete. 3. Complete.

<b>Information Systems (Cont'd.)</b>			
<b>No</b>	<b>Strategy</b>	<b>For 2010</b>	<b>31<sup>st</sup> December 2010</b>
		<p>4. Examine and implement a new Print Management Solution.</p> <p>5. Force Passwords used to login in to the network to be changed on a regular basis.</p> <p>6. Examine and implement encryption for appropriate laptops</p> <p>7. Implement a resilient connection to government networks for the centrally hosted HR, Superannuation and Payroll system.</p> <p>8. Increase the bandwidth to Government Networks.</p> <p>9. Modify our backup and recovery procedures to accommodate the new Virtualisation technology approach.</p> <p>10. Facilitate any infrastructural changes that may occur during the course of the year, e.g. motor tax changes.</p> <p>11. Prepare a guide on the Fire Suppression System in the Data Centre.</p>	<p>4. Deferred until 2011, to allow further analysis to be completed.</p> <p>5. Complete.</p> <p>6. Complete. Encryption implemented for all laptops.</p> <p>7. In progress. Equipment has been installed and the system will be commissioned in Q1 of 2011.</p> <p>8. Complete. Bandwidth now stands at 20MB.</p> <p>9. In progress. These procedures will be finalized after the 'virtualisation/ consolidation' project is complete.</p> <p>10. Ongoing. No significant requirements to date.</p> <p>11. In progress and will be completed in Q1 of 2011.</p>
<b>3</b>	To facilitate information sharing within the organization and with our stakeholders.	<p><b><u>Thurles Town Council</u></b></p> <p>Facilitate the implementation of online payments for Traffic Fines.</p> <p><b><u>Thurles Town Council, Templemore TC</u></b></p> <p>Upgrade the data connectivity to the Civic Offices to cater for performance issues, if appropriate.</p> <p><b><u>Joint Libraries Committee</u></b></p> <p>Facilitate the setting up of a data link between the Libraries Committee in Thurles and the Civic Offices in Nenagh.</p>	<p>Complete.</p> <p>Initial tests have shown the performance to be acceptable.</p> <p>Complete.</p>