

**SUSTAINING PROGRESS****SOUTH DUBLIN COUNTY ENTERPRISE BOARD ACTION PLAN**

Commitment	Specific Action	Date	Progress Achieved <i>(a no should be indicated where the deadline has passed without the action being achieved)</i>	If not achieved or did not meet commitment date please provide further details
Customer Service*				
All CEBs will be required to commit publicly to service standards for their customers by publishing a charter of service standards and report on performance against these standards in their annual reports	Publish a Customer Charter	By Q1 2004	Completed	As previously reported.
	Introduce and operate a new Formal Complaints Procedure	By Q1 2004	Completed	As previously reported.
	Report on performance against Charter commitments in Annual Reports	By Q3 2004	Completed – extracts from Annual Report attached – both languages	
Efficient Use of Resources**				
All CEBs will ensure the efficient use of resources by co-operating fully with the modernisation and change required to ensure that maximum value is achieved from all public expenditure in terms of defined outputs and outcomes	Develop initial management reports, facilitating decision making and resource allocation	By Q4 2003	Completed	As previously reported.
	Establish CEB performance indicators to be incorporated into management reports	By Q4 2004	Completed	As previously reported.
Business Planning**				

* New Requirement

* * Ongoing but now being put on a more formal and systematic basis



Create and maintain a specific business plan to include financial projections for the year ahead	Draft an annual business plan Financial projections should include budgets, cash flow projections, projected balance sheets ??? and funding requirements	Q1 Annually	Completed Completed	As previously reported. As previously reported.
Annual Performance targets**				
Where not already in place CEBs will introduce appropriate Annual Performance Targets to support implementation of the Business Plan	Establish annual performance targets for the Board. Performance will be evaluated against these targets	Q1 Annually	Completed	As previously reported
Performance Management**				
CEBs will introduce performance management systems for all grades within their organisation	Design and agree a role profile for each employee setting out the key result areas and the objectives/standards required	Q1 Annually (subject to a mid-term review)	Completed	As previously reported

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Human Resource Training and Development Plan*				
<p>CEBs are committed to continued training and development for all staff</p> <p>CEBs will ensure that they develop and maintain a human resource strategy</p>	<p>Development of a training plan to provide targeted training and development.</p> <p>Utilise the performance management systems to help staff identify training needs.</p> <p>The training plan should relate directly to the business plan and should address all categories of employees.</p>	<p>Q1 Annually (subject to a mid-term review)</p>	<p>Completed.</p> <p>Completed</p> <p>Completed</p>	<p>As previously reported</p> <p>As previously reported</p> <p>As previously reported</p>
Annual Review Mechanism**				
<p>CEBs will introduce an Annual Review Mechanism for all employees</p>	<p>Such a review must take account of agreed role profiles and annual performance targets.</p> <p>CEBs must introduce individualised feedback on a one to one basis for all employees</p>	<p>Q4 Annually</p>	<p>Completed</p> <p>Completed</p>	<p>As previously reported</p> <p>As previously reported</p>

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New Technology and eGovernment**				
Where necessary CEBs should undertake systems analyses and/or Business Process Reviews to identify changes in work practises required to ensure that the benefits of new technology systems are maximised	Implement any changes in processes and/or work practices identified by Business Reviews, where appropriate	Q4 2003 – 2005	Completed	As previously reported
	Continuous improvement of CEBs website	Monthly	In place	As previously reported
	Continue to provide targeted training and development addressing the development and business needs of individuals and groups of staff, utilising e-learning systems where possible	Monthly	On-going	As previously reported
Performance Management System**				
CEBs agree to input all data, as specified in Departmental circular 14/2002 at both project and county level in a continuous and timely manner	Previous months data must be inputted by the CEBs on or by the last day of every working month	Monthly	Ongoing	As previously reported.
Equality**				
CEBs agree to continue to work to promote equality of opportunity for all staff	Continue to promote existing diversity and gender equality policies	On-going	Operational	As previously reported

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Partnership**				
The CEBs are committed to building upon the structures that have already been established in order to deliver real improvements in performance at organizational and national level	Working through the CEO Executive Committee and the various CEO Sub-Committees the CEBs will continue to promote internal and national dialogue and continue to consult with staff on key issues in the process of change and improvement	On-going	On-going	As previously reported
Recruitment**				
All CEBs will continue their commitment to open transparent recruitment	<p>All posts should be advertised and a short list of applicants, based on agreed selection criteria should be compiled</p> <p>An interview panel of at least three persons should be appointed</p> <p>Appointments and salary scale should be endorsed by each Board and be in line with Dept guidelines and Govt. pay policy</p>	On-going	<p>Operational.</p> <p>Operational.</p> <p>Operational.</p>	<p>As previously reported</p> <p>As previously reported</p> <p>As previously reported</p>

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