

9.0 Internal Capacity and Resources

It must be stressed that the availability of resources, particularly financial and human, is crucial in the attainment of the goals put forward in this Plan.

Limerick County Council is proud of its staff and recognises them as its most important resource.

Despite the dedication and commitment of the staff, increased activity in many areas coupled with new responsibilities arising from legislative and policy changes are likely to have an impact on service delivery, if the necessary additional resources are not made available.

Limerick County Council recognises the valuable contribution by its Internal Support Services towards the achievement of its Corporate Objectives and Strategies. It is also appropriate that these service departments adopt a strategic approach to their activities over the lifetime of the Plan and so have set a number of high level objectives and supporting strategies which in turn will be given effect by Annual Operational Plans.

9.1 Human Resources

OVERALL OBJECTIVE

To enable, encourage and support our Councillors and employees to perform, contribute and develop to their full potential.

Supporting Strategies:

- HR1:** To continue to carry out a forward planning approach to recruitment and selection of employees.
- HR2:** To provide appropriate training and development opportunities for Councillors and employees on a priority basis.
- HR3:** To continue to develop, promote and implement suitable welfare, support, pre-retirement and recognition programmes and Health & Safety initiatives for employees.

HR4: To continue to promote the acceptance of responsibility at all levels through delegation.

HR5: To ensure that the principles of workplace partnership are utilised in the day-to-day workings of the organisation.

HR6: To continue to introduce policies and procedures that ensure the business needs of the organisation are met and all employees are treated in a fair and equitable manner in accordance with the principles of equality and fairness.

HR7: To ensure dignity in the workplace for all Councillors and employees.



9.2 Information Systems

OVERALL OBJECTIVE

To maintain and progress a secure and reliable infrastructure of Information and Communications systems which will facilitate the management and operation of Limerick County Council.

Supporting Strategies:

IS1: To advance an environment of eGovernment to provide services/information at times and locations centred on the

customer and to deliver on-line services to enable the citizen to complete transactions electronically.

IS2: To apply the most up-to-date and appropriate technologies to the business of the County Council to facilitate all other sections and users in attaining their objectives/strategies.

IS3: To enhance our ability to respond quickly and appropriately to opportunities, threats, and legislative changes as they arise.

IS4: To promote an environment of on-going learning for I.S. staff, and attain external accreditations where appropriate.

9.3 Finance

OVERALL OBJECTIVE

To provide relevant, timely and accurate financial information to assist in the making of informed decisions.

Supporting Strategies:

F1: To implement compliance with accounting standards and codes of practice and increase awareness across the organisation of the move to full accrual accounting.

F2: To carry out financial appraisal of all the local authority's programmes of work in the context of the budget process.

F3: To encourage a culture of financial management and value for money.

F4: To implement the upgrade of the Financial Management System in partnership with the Department of the Environment, Heritage and Local Government, the Local Government Computer Services Board and Mentec (suppliers of the financial management system).

F5: To develop and encourage the widespread use of Management Reporting to assist in better decision making.

F6: To maximise the use of the financial resources available to the Council.

F7: To promote devolved budgeting to all functional areas of the Council.

F8: To manage and encourage the transition to e-business.

9.4 Corporate Services

OVERALL OBJECTIVE

To support and enhance the democratic role of the Council and to develop, co-ordinate and promote a corporate culture and business ethos within the organisation.

Supporting Strategies:

- CS1:** To provide meetings administration and support to the Council, its Management Team, the Corporate Policy Group and relevant Committees.
- CS2:** To co-ordinate, review and report on the implementation of the strategic planning process for the organisation.
- CS3:** To develop and implement appropriate strategies to promote external and internal corporate communications.

CS4: To manage and maintain the Corporate Headquarters in a manner which is conducive to all users.

CS5: To pursue the planning and delivery of a modern network of offices for the benefit of employees and customers.

CS6: To review and report on the effectiveness of the internal control systems as a service to Management.

CS7: To develop and co-ordinate a corporate strategy for delivery of services through Irish.

CS8: To develop and promote a corporate focus on performance and effective service delivery in accordance with customer expectations.

CS9: To provide an efficient service to the public in the areas of Higher Education Grants and Franchise i.e. compiling the Register of Electors and facilitating Local Elections.