

Implementation

Co-operation

Successful implementation of the corporate plan will involve a partnership approach at a number of levels;

- between staff across the whole organisation and through full operation of the partnership committee
- between councillors and staff working as a cohesive unit delivering agreed programmes
- between the authorities and national and local public bodies
- between the authorities and local development agencies, interest groups and citizens



Operational Plans

Each service unit within each directorate and support services will prepare an annual statement based on the format shown in Appendix A of this plan. The first of these annual operation plans will be submitted to the elected council by November 2005. Thereafter, plans will be prepared in association with the yearly budget process.

A number of annual operation plans will be reviewed in detail each year.

Each service unit will develop work plans including targets set at individual and or unit level.

Judging our Performance

Service indicators for local authorities have been established at national level. These are expected to be developed and expanded over the lifetime of this plan. While the indicators will contribute to a basis for judging performance, a judgement cannot be realistic unless it takes resources into account and it measures quality as well as quantity. Apart from national service indicators, the Kildare Local Authorities will develop relevant local indicators and appropriate methodology.

The local authorities have set up a customer care system, and will use data gathered from this to assess customer and citizen satisfaction levels.

The local authorities will also continue to participate in the triennial citizen survey which gives comprehensive information on attitudes within the county and especially on attitudes to the authorities and their activities.

The local authorities will continue to publish annual financial statements and annual reports. These will give useful information to citizens who wish to assess the authorities' performance.