

<b>City and County Enterprise Boards Action Plan under Towards 2016</b>			
<b>Commitment</b>	<b>Action(s)</b>	<b>Target Date(s)</b>	<b>Performance Indicators</b>
<b>Enhancing Ireland's Competitive Advantage in a Changing World Economy and Building Sustainable Social and Economic Development</b>			
Promotion of Entrepreneurship	<p><b>Action: Provide financial support to micro-enterprises.</b></p> <ul style="list-style-type: none"> <li>• Provide statistical information on the number of enterprises in receipt of financial support i.e. Capital Grant, Employment Grant, Feasibility Grant (grants paid)</li> </ul> <p><b>Action: Provide non-financial supports to micro-enterprise.</b></p> <ul style="list-style-type: none"> <li>• Provide commentary on the range of advisory/training supports available and target groups</li> <li>• Provide statistical information on the number of participants at CEB training and advisory courses (Measure 2)</li> </ul> <p><b>Action: Assist micro-enterprises in job creation</b></p> <ul style="list-style-type: none"> <li>• Provide statistical information on the number of net jobs created for the reporting period in question (i.e. reporting periods under T16)</li> </ul> <p><b>Action: Additional activities to promote entrepreneurship</b></p> <ul style="list-style-type: none"> <li>• Provide commentary and back-up data as appropriate on ancillary activities undertaken to promote entrepreneurship (e.g. National Enterprise Awards, CEB involvement in Programmes such as EMERGE, PLATO, BRITE, Micro-Trade, Skillnets, Shell Livewire etc.)</li> </ul>	Ongoing	Significant <i>ongoing</i> levels of support provided to existing and potential micro-enterprises. New businesses assisted in setting up. Existing businesses facilitated in expansion and growth of their business.
Development of a <i>local</i> Enterprise Culture and promotion of Regional Development	<b>Action: Co-operate with other local groups/agencies involved in enterprise development</b>	Ongoing	Co-operative approach to the delivery of enterprise

through co-operation with other local groups/agencies	<ul style="list-style-type: none"> <li>• Outline the principal commitments and targets contained in the CEB Annual Plan and/or Local Area Action Plan and report on progress being made against these targets.</li> <li>• Provide details, as appropriate, on CEB participation on the local County Development Board and involvement in its activities</li> <li>• Outline, as appropriate, CEB input into the County Development Plan</li> <li>• Provide commentary and detail, where appropriate, on co-operation with LEADER</li> <li>• Provide commentary and detail, where appropriate, on co-operation on North-South activities</li> </ul>		supports achieved as much as possible. Enterprise culture embedded in the local area.
Implementation of the Small Business Forum Recommendations	<p><b>Action: Deliver the ICT Audits Programme “Teck-Check”</b></p> <ul style="list-style-type: none"> <li>• Report on the progress made with information seminars</li> <li>• Report on the progress made in selecting mentors</li> <li>• Report on the number of applications received and accepted</li> <li>• Report on the number of “Tech-Check” visits completed</li> </ul>	December 2007 & December 2008	Tech-Check Programme delivered
Promote enterprise within education system	<p><b>Action: Deliver an Enterprise Education Programme</b></p> <ul style="list-style-type: none"> <li>• Report on number of students and schools engaged in CEB led enterprise education activities, in particular, the Student Enterprise Award scheme</li> <li>• Provide commentary and details on <u>all</u> enterprise education activities including promotional type activities</li> <li>• Provide information on actions being taken to increase level of activity in enterprise education by end of academic year 2007/2008</li> </ul>	Ongoing  April 2008	Increased exposure of students to an enterprise culture
Promotion of female entrepreneurship	<b>Action: Facilitate increased female entrepreneurship</b>	Ongoing	Increased participation by

	<ul style="list-style-type: none"> <li>• Report on all activities to promote female entrepreneurship (Women in Business networks, CEB involvement in Programmes such as EQUAL II etc.)</li> <li>• Report on female participation numbers on both generalised training and advisory courses and on initiatives targeted at females</li> <li>• Report on female participation numbers in the Student Enterprise Award scheme</li> </ul>		females in CEB led initiatives
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<b>Public Service Pay and Related Issues and Chapter IX on Public Service Modernisation</b>			
Co-operation with modernisation, flexibility and change management initiatives	<ul style="list-style-type: none"> <li>• Provide confirmation of co-operation with the CSU</li> <li>• Provide commentary on the various work methods employed to ensure efficient delivery of services e.g. the overall business information type service offered by CEBs through telephone, email and face-to-face interactions</li> </ul>	Ongoing	Modernisation initiatives progressed
Maintenance of stable Industrial Relations and a well-managed industrial relations environment to minimise disputes affecting the level of service to the public.	<ul style="list-style-type: none"> <li>• Confirm the absence of industrial action</li> <li>• Confirm that no cost increasing claims for improvements in pay or conditions of employment other than those provided in T16 have been made</li> <li>• Report on processes and practices being employed to ensure the promotion of stable industrial relations and effective communication channels exist to seek to resolve problems before they escalate into industrial disputes e.g. regular staff briefing sessions</li> </ul>	Ongoing for reporting periods under T16	Absence of industrial action

Co-operation with Team Working and Cross Functional Working initiatives	<ul style="list-style-type: none"> <li>Each CEB to report on their level of participation in the work of any of the Regional Committees and/or the various network Committees (e.g. PR Committee, IT Committee etc.)</li> </ul>	Ongoing	Established system of cross-functional working across the CEB network which assists in the smooth operation of the CEB network as a whole and in the delivery of services
Co-operation with introduction and utilisation of New Technology & eGovernment	<ul style="list-style-type: none"> <li>Report on any new developments in delivery of services through new technology</li> <li>Provide commentary and details, as appropriate, of actions taken to promote ebusiness amongst the micro-enterprise sector</li> <li>Provide commentary and details, as appropriate, of improvements to the CEB Network Website</li> <li>Provide commentary and details, as appropriate, to individual CEB Website improvements</li> <li>Report on adherence to PMS Reporting requirements i.e. confirm accurate completion of all monthly records</li> </ul>	Ongoing	Improved delivery of services through ongoing utilisation of technology and promotion of ebusiness amongst the micro-enterprise sector
Ongoing delivery of the Business Planning process	<ul style="list-style-type: none"> <li>Confirm completion of the Business Plan</li> <li>Confirm completion of the mid-term Business Plan Review</li> </ul>	1 <sup>st</sup> qtr end 2 <sup>nd</sup> Qtr	Business plan completed and mid-term review completed
Ongoing delivery of PMDS : CEB Staff Performance Targets	<ul style="list-style-type: none"> <li>Confirm Role Profiles prepared and signed off</li> <li>Confirm Interim Reviews conducted</li> <li>Confirm Annual Reviews conducted</li> </ul>	1 <sup>st</sup> qtr end 2 <sup>nd</sup> qtr end 4 <sup>th</sup> qtr	Ongoing delivery of PMDS
Ongoing delivery of PMDS : Staff Training and Development Plan	<ul style="list-style-type: none"> <li>Provide commentary and details of any relevant staff training and development provided</li> </ul>	Ongoing	CEB staff provided with relevant training and development opportunities
Compliance with Departmental	<ul style="list-style-type: none"> <li>Confirm that all posts filled during the reporting</li> </ul>	Ongoing	HR practices across the CEB network

Guidelines in relation to HR practices	<p>period have been filled in accordance with Departmental instructions</p> <ul style="list-style-type: none"> <li>• Confirm that all staff are in receipt of a signed up-to-date contract the terms of which are in accordance with Departmental instructions and subject to Departmental approval</li> <li>• Report on the preparation and/or updating of a HR Manual which is available to all staff</li> </ul>	2 <sup>nd</sup> qtr 2008	are in accordance with public sector best practice
Co-operation with the implementation of the Sectoral Plan on Disability	<ul style="list-style-type: none"> <li>• Provide information on actions taken to improve access to CEB services for people with disabilities where a need has been identified</li> </ul>	Ongoing	Access to CEB facilities available to all prospective clients
Ongoing improvement in the delivery of services to the Public	<ul style="list-style-type: none"> <li>• Report against commitments in the Customer Service Charter and on any complaints handled under the formal Complaints Procedure</li> <li>• Confirm compliance with the Code of Business Conduct (as set out in Appendix 4 of the Procedures Manual)</li> <li>• Provide commentary, and details as appropriate, on the range of customer enquiries dealt with as part of the service to the Public</li> <li>• Report on any improvements to facilities and services for customers in general but also with reference to any specific group where particular targeted actions may be required</li> <li>• Report on adherence to the Official Languages Act (where necessary)</li> </ul>	Ongoing	Targeted delivery of services to the Public
Compliance with Departmental guidelines on financial reporting	<ul style="list-style-type: none"> <li>• Confirm compliance with principal financial reporting requirements of the Department</li> </ul>	Ongoing	Efficient and consistent financial controls and procedures in operation

practices	<ul style="list-style-type: none"> <li>• Confirm compliance with financial control procedures set out in Section 4 of the Procedures Manual and in the Operating Agreement and provide relevant details in relation to the areas covered</li> <li>• Confirm compliance with the procedures set out in Section 3 of the Procedures Manual concerning EU Regulations</li> </ul>		across the CEB network
Compliance with Corporate Governance Best Practice	<ul style="list-style-type: none"> <li>• Confirm compliance with the Code of Best Practice for Corporate Governance in a CEB (as set out in the Procedures Manual) and provide relevant details to in relation to the areas covered by the Code of Best Practice</li> <li>• Report on the timely submission of Annual Reports and Annual Accounts in accordance with Departmental guidelines (provide information on any external factors which impinge on this)</li> <li>• Report on any follow-up undertaken on foot of C&amp;AG Management Letters</li> <li>• Confirm compliance with the Ethics Act where relevant</li> <li>• Confirm that reporting obligations under FOI Act have been met</li> </ul>	<p>Ongoing</p> <p>3<sup>rd</sup> qtr</p> <p>4<sup>th</sup> qtr</p> <p>end Jan 2008</p> <p>Ongoing</p>	Consistent compliance with Corporate Governance best practice