

IACTO Chairperson's Q3 update to our CTC membership

Dear Chairperson and Board members,

As we all move into holiday mode, I want to bring you up to date with the work of IACTO on your behalf and advise you that this office will close on Friday 10th August at noon and re-open on Tuesday 28th August.

Planning & Evaluation of IACTO service

Last month as a Board we set aside a couple of hours to review our 3-year strategy at its mid-way point. We used a three pronged approach of evaluation of: IACTO as a board, Directors as CTC members and feedback about the HR/IR service delivered. This started with Directors (from the 12 CTC Boards we represent) completing a self-assessment 'visioning' exercise which gave us the chance to think through what CTCs as members might be saying about the service in 5 years' time. After this we examined the 2017 evaluation and feedback of services delivered, to include the continuous professional development (CPD) of both GMs & Directors.

We used the DBEI on-line Workplace Innovation Toolkit for businesses to help us identify where there is scope to improve our service and work practices. This Toolkit can be accessed at: <https://witool.dbei.gov.ie/> we checked where we were at in terms of our own corporate governance action plan (using recommendations made by the O'Rourke 2015 report). Whilst we have completed most of the 'actions' in the plan we still have some work to do, as a board, in the coming months.

As a follow up re same I am pleased to report that an updated board review action plan was proposed at our subsequent IACTO board meeting and some of these will be brought to the next AGM for consideration when some further work is done on them. These include fruitful decisions around, size of your representative board, gender make-up, time limits of Directors and Officers and succession planning targeting specific skills sets from CTC boards with a possible representation across the 4 regions. One of the areas we identified for special attention is a better gender balance. I would request that CTC Boards give serious consideration to the possibility of sending at least one delegate to the next IACTO AGM and of nominating a member to the IACTO Board.

SOLAS - National Youthreach Programme (YR) Review

You may recall ERSI have written up the data and submitted their report to SOLAS at the end of June as we understand it. We look forward to reading both the ERSI report and the SOLAS response. This will represent an important milestone for IACTO and CTCs and we will continue to update you on this and other items at the next Information Forum of 2018 later in the year, details will follow.

We had a recent meeting of the Liaison Committee which was pretty standard and apart from an exchange of information and general updating each other, there is nothing of significance to report. This is a healthy sign and it means that current arrangements are working well.

CTC Staff Pay Claim

We understand the staff side (SIPTU) have written to the WRC and they have requested the case be referred to the Labour Court for investigation as a satisfactory conclusion was not reached at conciliation.

We will keep you updated on this item in the coming months.

CTC Management & Continuous Professional Development (CPD)

In accordance with our service level agreements (SLAs), IACTO continues to provide general support to all CTCs and is working with several CTCs on specific local issues. We have provided a range of CPD both to CTC Board members and to General Managers. Feedback from these sessions has been particularly positive. I want to thank our Executive Director Estelle Webb for all her hard work and Siubhan Rumbling for her continued support.

Requested 'hot' topics continue to be around managing investigations in the workplace, how to handle long term staff absences and what to do in terms of a poor performer. Your Q4 CPD calendar will issue shortly.

Again, I would like to thank all those who have been able to attend our development and information sessions to date; I know that it can be very difficult to commit to attendance at these given the demands on people's time. However, it is critical that we continue to support each other and to have the opportunity to contribute when at all possible to the ongoing enhancement of IACTO policy and practice.

Finally, I would like to remind you that we are totally open to suggestions on how we can improve our service and we would be delighted to get suggestions from you on how we can improve communication and facilitate your attendance at IACTO events.

Every best wish for a good summer and we look forward to working together to the benefit of our learners.

Yours faithfully,

Guss



Guss O'Connell
Chairperson IACTO

Please feel free to circulate to all Voluntary CTC Directors & GMs

July/August 2018