

Our Ref: ER/JF

17<sup>th</sup> December 2007

**Private & Confidential**

Ms. C. Gavigan and Mr. M. Merrigan  
Joint Chairs  
LANPAG  
35 – 39 Ushers Quay  
Dublin 8



**Re: Performance Verification Under Towards 2016**  
**June 2007 – February 2008**

Dear Ms. Gavigan and Mr. Merrigan,

I enclose completed checklist signed by the Joint Chairs of Waterford City Council Workplace Partnership Committee, Lar Power, management side, and Tom Power, Union side. This checklist was agreed at a meeting of the full Committee on Thursday the 13<sup>th</sup> December 2007.

**Enhanced Customer Service**

The City Council continues to expand customer service across all directorates.

The continuous monitoring of the 3-bin refuse collection system on the ground maintains the necessary co-operation with waste segregation. The ongoing co-operation to work alongside contractors has brought about service improvements particularly in the housing maintenance, road maintenance and the parks and open spaces areas.

The City Council now provides a full service throughout the day with enhanced rostering to cover lunchtime opening so that all services can be accessed at all times with access to appropriate staff.

The expansion of payment options at various “front desks” is being examined with particular reference to litter and traffic fines and planning items. The expansion of e-payment options is also being actively pursued.

Extensive on line planning services are available together with easy access to the Waterford City Development Plan. Current information on social housing options, infrastructural developments and traffic news is available. Our library services including the catalogue can be accessed and we are currently trailing an internet messagingservice.

In the area of sport and recreation, the City Council has through the PPP process provided a state of the Art Sports/Leisure complex in Waterford the contains a 25-metre swimming pool, modern fully equipped gym, sauna, steam room and spa. The complex also has an international standard indoor sports hall, crèche, café, meeting rooms, specialist exercise rooms, a full size outdoor all weather soccer pitch and tennis courts. The opening of this facility is eminent and will provide a superb facility tot eh people of Waterford and the surrounding areas.

The City Council is developing an innovative shared sporting facility in the Killure area of the city. When completed, it will be home to five soccer clubs and a GAA club. When completed, the complex will consist of five soccer pitches, 1 GAA pitch, shared dressing room and club facilities together with all weather training areas and parking facilities. It is intended that the running and operation of the facility will be vested in the clubs. This will provide modern up to date conditions for a large number of players across the city.

#### **Co-operation with other agencies**

The City Development Board continues to lead the way in delivering the Strategy for the Economic, Social & Cultural Development of Waterford City 2002-2012. The Board has recently been restructured to include an executive committee which will focus the participating agencies on the main actions required to deliver the strategy. The establishment of the Executive which currently consists of FAS, HSE, City Manager, IDA, Waterford Area Partnership, the Department of Education and the Community Forum, has focussed the work of the Board in two specific directions. The first of these, centred on neighbourhood development, has adopted the bottom-up approach and involves the key shareholders in developing sustainable communities. This local emphasis has identified 7 clearly defined neighbourhoods, including Ferrybank which spans Waterford and Kilkenny County administrative areas, at which this strategy is aimed. Secondly, the economic growth of the Gateway requires a dedicated team focussed on identifying and delivering key infrastructure both physical and social to realise its full potential.

### **Development of Shared Services**

The City Council continues to co-operate in the organisation of CPD events. The Compost Plant located in the city provides a regional repository and processing facility for organic waste from the area.

Waterford Energy Bureau, a venture between the City Council and the County Council, supported by the SEI continues to encourage sustainable energy solutions in the area. Prime examples of success here are the inputs into the new City Council Depot and the Leisure Centre developed at the Regional Sports Centre where the latest energy saving technology has been installed.

Waterford Sports Partnership, another co-operation between the City and County Council continues to encourage and develop sport in all disciplines across the county with particular emphasis on schools, the elderly and the non participative sector.

The City Council has recently assisted and facilitated the employment of development officer by the FAI to promote soccer at all levels in the area. The City Council is providing financial assistance and office accommodation.

The City Council is still examining the feasibility of a shared professional auditor service with other authorities in the area.

### **Staff Training/PMDS**

Staff training continues to be an integral part of the HR function. The PMDS process is now central to the compilation and delivery of the City Council's training plan. The City Council's training budget is 5.1% of the payroll.

PMDS is now in its second full year of operation and is being embedded as a key factor in the delivering of the Council Annual Business Plans. From a review it was agreed through the Partnership process that a change in the format that allows the next line supervisor to view individual PDPs would go some way towards removing what could be viewed as blockage in the system. This change was agreed and will be implemented.

### **Organisational change and innovation under Towards 2016**

This year saw the full introduction of an electronic attendance system across the full organisation. This coincided with the move of the City Council's outdoor operation to a new depot. This move was achieved seamlessly and guided through by agreement gained in Partnership. The entire workforce of the City Council is now clocking in and clocking out and recording absences/holidays on the electronic system,

Internal transfers in both the operational areas and administration/technical areas have been achieved illustrating the flexibility of employees and the acceptance of the need to use resources where most needed.

From the 1<sup>st</sup> January 2008, the City Council will introduce a new Absentee Management System based on the LGMSB national template. Agreement to the introduction of this new system has been achieved through the Partnership process.

The new system will be appreciably improve the incidence of absence in the coming year.

The annual leave year for the technical/administration employees of the City Council has been aligned to the calendar year for some years now. From the 1<sup>st</sup> January 2008 the leave year for all employees will be from Jan – December bringing all employees into line.

The City Council is satisfied it is achieving satisfactory progress on the Action Plan. There is ongoing and positive co-operation with the modernisation agenda. The industrial relations climate with all the participating unions is positive and is being supported and underpinned with regular meetings on the ongoing agenda together with joint meetings under Significant Change. SIPTU has expressed some reservations at local level, which are being addressed.

The City Council can report progress on all items on the checklist with the exception of “Open Recruitment”. The guidelines issued by the LGMSB on this will enable the City Council to address the matter when the opportunities arise.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. Walsh', written over a horizontal line.

*M. Walsh*  
*City Manager*