



Rialtas Áitiúil
Local Government

**DIRECTOR OF SERVICE
CORPORATE AFFAIRS & ROADS**

AD/DW

Comhairle Chontae
Loch Garman

Wexford County Council
County Hall
Wexford

Tel 053 9176500
Fax 053 9143406
email postmaster@wexfordcoco.ie

11 December 2007

Ms. Chris Gavigan & Mr. Matt Merrigan,
Joint Chairs LANPAG,
Floor 2, Cumberland House,
Fenian Street,
DUBLIN 2.



RE: P.V.G. Order Towards 2016

Dear Chris & Matt,

I propose to respond in accordance with the headings as contained in your letter of 31st October.

ENHANCED CUSTOMER SERVICE

Wexford Local Authorities have introduced many initiatives since the coming into effect of the National Agreement. The programme will be continued in the coming months with a view to making our services more accessible and user friendly.

- Opening Hours** Extended public hours under consideration
- Planning** Set up Customer Service Centre
- Environment** - Introduction of Brown Bin Collection
 - Standardisation of Domestic Refuse Charge
 Across all Local Authorities in the County.
- Libraries** Extended opening hours including Saturday opening.
- Recreation** Completion of County Playground Scheme
- Motor Taxation** Driving Licence & Tax Renewal Forms available in eight languages.
- Telephone System** Integration of all Telephonist/operator services for County and Town Councils into one.



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CO-OPERATION WITH OTHER AGENCIES:

| | |
|--|---|
| <u>Housing</u> | Setting up of Homeless Action Team encompassing statutory and voluntary agencies Outsourcing of housing design to N.B.A. |
| <u>Roads</u> | Working with H.S.A., DoT & NRA despite ongoing legal issues, for improved safety at Roadworks. |
| <u>Accessibility</u> | Co-operation with N.D.A. to achieve Excellence Through Accessibility for all public access sites. |
| <u>Local-Sports Partnership</u> | Joint Ventures with Sporting Bodies i.e. F.A.I. & G.A.A. |
| <u>Gorey Civic Site</u> | developing new town centre to include V.E.C., Courts & H.S.E. & District Office |

DEVELOPMENT OF SHARED SERVICES:

- ♦ **Broadband** Expansion of Wexford MAN with Radio based clusters (SERA)
- ♦ **E Payments System** In conjunction with SERA
- ♦ **Integration of Internal Services** of Town Councils with Councils Systems i.e. Finance, H.R. etc.
- ♦ **Implementation of ISO 27001 Standards for I.C.T.** with four other Local Authorities.
- ♦ **Gorey Civic Site** As above.

STAFF TRAINING & P.M.D.S.

- ♦ Ongoing support for staff development through I.P.A. & other Third Level Institutions.
- ♦ Extensive Back to Learning Programme supported through Partnership.
- ♦ Extensive Disability Training & Awareness Programme to all staff including University of Ulster course for Planners, Engineers & other Technical Staff.

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ORGANISATIONAL CHANGE & INNOVATION UNDER Towards 2016

- ♦ Housing Needs Assessment in Town Councils through uses of Council's own staff following withdrawal of service by H.S.E.
- ♦ Rationalisation of Urban Revenue Collection Function to include Direct Debits, Check off.
- ♦ Construction of Joint Depots for Town and County Council's at Wexford and New Ross.
- ♦ Introduction of Hand Held units for Water Meter (7,000 meters) Reading.
- ♦ On Line Receipting System and E.F.T. Payment Systems.

VALUE FOR MONEY/EFFICIENCY/EFFECTIVENESS

- ♦ Integration of Internal Services between Town and County i.e. Finance, H.R., I.T. etc.
- ♦ Energy Audit ongoing.
- ♦ Integration of Telephone Service.
- ♦ Revenue Collection Rationalisation.
- ♦ Review of Clerks of Works function.

Yours sincerely,

**E. Breen,
COUNTY MANAGER**