



# Comhairle Chontae Chill Mhantáin

WICKLOW COUNTY COUNCIL

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TM/SEN



1<sup>st</sup> July, 2008

**Ms. Chris Gavigan/Mr. Matt Merrigan**  
**Joint Chairs Lanpag**  
**35-39 Usher's Quay**  
**Dublin 8**

**Re: Performance Verification Under Towards 2016 (March 2008 to August 2008)**

Dear Chairpersons,

I refer to your correspondence dated the 28<sup>th</sup> May 2008 addressed to the County Manager in relation to the above matter.

As requested I enclose herewith completed checklist signed by the Joint Chairs of the Local Workplace Partnership Committee which highlights progress achieved on the various measures outlined in the Council's Action Plan.

The enclosed completed checklist together with this progress report demonstrates that there has been verifiable productivity, efficiency and effectiveness gains by Wicklow Local Authorities during the period under review and in this regard I set out hereunder some examples under the following headings

**Enhanced Customer Service**

- New swimming pool for Bray scheduled to be opened to the public in August 2008
- New Swimming Pool/Community Centre for Greystones scheduled to be opened to the public in November 2008
- Opening hours at Carnew library extended
- Working group established under the auspices of the Local Workplace Partnership Committee in order to examine options re: Further Customer Consultation

- “Billpay” for circa 2,000 rent customers scheduled to be rolled out before the end of 2008
- Continued improvement in access to on line services e.g. surveys, on line Council meetings as well as e planning initiatives etc
- Launch of enhanced Wicklow Local Authorities website scheduled for the third quarter in 2008
- Wicklow County Council nominated by County Wicklow Chambers for a Chambers Ireland Excellence in Local Government Award 2008 in respect of the “Wicklow County Campus” project
- County Wicklow Commuter Survey launched in March 2008
- Access Audit of seventeen Towns-Street Scapes completed
- Flexible opening hours in place in most Local Authority Offices

### **Co-operation with other Agencies**

- Wicklow County Council Fire Service has recently joined “CAMP”. (Computer Aided Mobilisation Project)
- Wicklow Local Authorities working in close cooperation with Dublin City Council in relation to the water supply for the north and west of the county
- Wicklow Town Council is a stakeholder/partner in the recently established Wicklow Town Forum which has been set up in order to enhance the town and comprises representatives from the Chamber/other interested partners
- Wicklow County Council works in close co-operation with the County Development Board which comprises representatives from Local Government and Local Development Agencies, etc.
- Wicklow County Council works in close co-operation with a number of State Agencies, etc.
- Wicklow County Council has established a Non-Domestic Water Metering project implementation team comprising representatives from Wicklow County Council and each of the Town Councils
- Wicklow County Council has organized a number of showcases in Dublin aimed at promoting the County as a business location. These showcases have been supported by local and national Development Agencies, etc.
- The Greystones Harbour project is being progressed by way of a PPP – a Greystones Harbour Users Liaison Group has been established to deal with matters arising from the operation of the harbour during construction works and comprises representatives from the Community, Clubs, fishermen, the Coastguard, the contractor, Wicklow County Council and Greystones Town Council, etc.

### **Development of Shared Services**

- Wicklow County Council/Bray Town Council have entered into a Section 85 agreement with Dun Laoghaire Rathdown County Council in relation to the Bray Shanganagh Waste Water Treatment Works project
- Wicklow County Council works in close cooperation with Dublin City Council in relation to the water supply for the north and west of the county

- Wicklow County Council has recently established a steering group to drive and monitor the roll out of the national HR-Payroll-Superannuation System in the County
- Wicklow County Council looks after the Recruitment/ICT requirements for the Town Councils
- Wicklow Local Authorities are committed to the implementation of recommendations arising from the review of Local Government Financing in achieving internal efficiencies

### **Staff training/PMDS**

- PMDS is being reviewed on an ongoing basis throughout Wicklow Local Authorities
- PMDS is a permanent item on the agendas of the Senior Management Team-Workplace Partnership Committee
- Training needs identified through PMDS are being addressed
- Wicklow County Council is successfully implementing a “Return to Learning” programme for outdoor/ staff
- Wicklow Local Authorities annually spend in excess of 3% of payroll costs on training

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

- Cooperation of staff in relation to the outsourcing of some Council Services
- On going cooperation of staff in relation to their changing roles arising from the roll out of Public Private Partnerships in the Sanitary Services area e.g. the non domestic water metering project and the South Leinster Bundle
- The Greystones harbour project is being progressed by way of PPP
- Wicklow County Council is developing Wicklow County Campus as a centre of excellence in education, innovation and enterprise
- Discussions with staff on going in relation to the rationalization of the Revenue Collection Function
- Charlesland sports and recreational centre has been built by a private developer as part of a planning condition- at no cost to Wicklow County Council
- On going cooperation of staff with PMDS
- On going cooperation of staff with cross functional working arrangements, multifunctional teams and commitment to the use of new technology etc
- Cooperation of staff with the proposed new HR Payroll-Superannuation System

### **Value for money/Efficiency/Effectiveness**

- Wicklow Local Authorities have modern Financial Management Systems in place
- “Costing of Services” project completed

- Continued outsourcing of the operation and maintenance of some sanitary schemes
- Wicklow County Council Audit Committee established and meets on a regular basis
- Cooperation between Wicklow Local Authorities in the sharing of services such as human Resources and ICT etc
- Cooperation with the National Service Indicator project
- Arising from Wicklow County Councils entry into "CAMP", savings have been achieved arising from the retirement of two Duty Control Operators
- On going cooperation of staff in relation to measures to improve value for money

The examples I have listed above demonstrate the commitment of the staff of Wicklow Local Authorities to the modernization-change programme.

In addition I would like to confirm that a stable Industrial Relations climate exists in relation to matters covered by the Towards 2016 agreement and that industrial peace continues to be maintained.

Accordingly, in the light of on going progress being made by Wicklow Local Authorities in relation to the modernization-change agenda, I recommend that the next pay increase due under Towards 2016 be made to all appropriate staff of Wicklow Local Authorities.

Yours sincerely,



**EDDIE SHEEHY**  
**Wicklow County Manager**