

Water Services Training Group

18th Annual Conference

Shaping the Future of Water Services

Radisson Blu Hotel, Sligo 4th September 2014



Comhshaol, Pobal agus Rialtas Áitiúil
Environment, Community and Local Government

Shaping the Future of Water Services

Local Authority View on Transformation Challenge

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Programme and Context

Local Authority View?

“Challenging”

– the understatement of the century

Programme and Context

It's difficult to overstate the extent to which Local Authorities have been subject to change ...

It's also difficult to overstate the level of commitment to continuity of delivery of all services despite this ...

Programme and Context

Continuity of service delivery is in our collective DNA because we deliver locally to our own communities ...

This has been both our advantage ...
and our downfall

Programme and Context

“Making do” to cover for collective underinvestment by successive administrations over decades ...

left us with services that are much less than optimum.

Programme and Context

We're collectively "hurting" ...

We find it difficult, maybe even offensive, to hear that somebody is going to deliver a "world class service"... when we never were given the chance to deliver it ourselves.

Programme and Context

We need to get over it and move on.

*We established a **Transition Office** through which we work collectively in our interests.*

*We succeeded in securing a **Service Level Agreement** to help protect our interests.*

*We demanded that a full **Transition Plan** be assembled.*

Programme and Context

- * Initial Draft of Transformation Plan received on 4th June
 - *Initial draft by IW at CCMA request it took a PM form with multiple parallel processes*
 - *IW/WSTO joint development of the Transformation Plan commenced*

Programme and Context

- * 17th June WSTO/ IW Initial joint review of draft
- * 23rd & 24th June WSTO Workshop with IW to agree changes before issue to the sector
- * 8th July Draft Plan issued for Consultation
- * 10th July **Plenary 1** with Water Services Directors & Heads of Finance

Programme and Context

- * 18th July Regional Chairs of SLA management groups Discussed regionally and feedback provided 22nd July
- * WSTO & Regional Chairs collation of feedback
- * 24th July **Plenary 2** in Ashling Hotel with IW attendance

Programme and Context

- * Numerous meetings during August by WSTO & IW to refine Plan based on feedback and agree changes
- * 21st August WSTO and Regional Chairs final review of Plan
- * 25th August WSTO & IW workshop to conclude Plan and feedback summary

Ambition

- * The extensive collaboration involved in developing the Plan must promote a greater degree of mutual understanding
- * The relationship must deliver a more seamless process of delivery. It is necessary to develop new processes and reporting structures in both our interests, development following prioritisation in a logical way

Ambition

- * The lessons learned from the operation of WSTO are fundamentally about involving and empowering those directly involved in service
- * Similarly it is about instilling confidence through communication and trust built on shared values of service

Relationships and the Future

- * As we, in the past, operated under influences outside our control, IW has a multiple of these – most of them only too well-known
- * It is emphatically not in our interest – despite temptation – that the developed “narrative” about IW continues as heretofore. We always had the ambition for the best Water Service ourselves, we’re still in there working for that

Relationships and the Future

Service Level Agreement

Transformation Plan

Achieved through collaboration and mutual understanding – the key to future relationships