

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

Meeting the Challenge

Seamus Neely
Chief Executive
Donegal County Council



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

The Challenge

- * **Decision to establish Irish Water**
- * **Transforming the Industry**
- * **From 31 Local Authorities to National Utility**
- * **Local Government Reform**
- * **Are we on track?**

Achievements to Date

- * **SLA between Councils and Irish Water**
- * **Funded Annual Service Plans in place for 2014**
- * **Perspectives of Local Government Sector and Irish Water on transformation,**
 - **emerging detail?**
- * **Collaboration on introduction of Irish Water initiatives – systems/processes**
- * **Consumer / Customer service levels maintained**

Priorities for Local Government Sector

- * **Support for Strategic Planning**
- * **Support for Development**
- * **Taking in Charge**
 - **Housing Estates / Group Schemes**
- * **Satisfactory close out**
 - **Financial / Legacy issues**
- * **Medium to long term involvement**
- * **Customer Benefits**

Targets for Irish Water

- * **Irish Water Business Plan**
- * **Transformation Plan –Irish Water / Local Authorities**
- * **Water Charges Plan**
- * **Operate within Regulatory Frameworks**
- * **Customer Services and Continuous improvement**

Transformation 2015-2017

- * **Collaborative working – understanding of the need for change**
- * **Transformation initiatives introduced at agreed intervals – realistic timelines**
- * **Recognition of the scale/complexity of the new system of work for local authorities**
- * **Regular / routine joint monitoring of progress –flexibility to adjust timelines**
- * **What has been overlooked? – implications**

Priorities for Local Government Sector

- * **Support for Strategic Planning**
- * **Support for Development**
- * **Customer Benefits**
- * **Taking in Charge**
- * **Satisfactory close out (financial / legacy)**
- * **Medium to long term involvement**
- * **Collaborative Planning**
- * **Support for the Means and Capacity**
- * **No Surprises**