

Water Services Training Group

20th Annual Conference

Meeting Standards and Expectations in the Water Industry

Lyrath Estate Hotel, Kilkenny



An Roinn Tithíochta, Pleanála,
Pobail agus Rialtais Áitiúil
Department of Housing, Planning,
Community and Local Government

Meeting Standards and Expectations in the Water Industry

Water Sector Reform Programme

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Chief Executive
Kilkenny County Council



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Department of Housing, Planning,
Community and Local Government

Water Sector Reform Programme

Our Business Plan Deliverables

1. The transformation of water services delivery in Ireland

MOVING
FROM **31**

Local Authorities



Meeting standards and expectations = success

*“Successful outcome of the overall reform programme must be **both** a properly functioning and funded public water utility*

and

local government sector”

(Department of Environment 2012)

Local Government expectation is a properly functioning and funded Local Government sector

Success requires Effort, Hard Work and Team Effort

Significant effort by all involved – Department, Irish Water Programme, Irish Water, 31 Local Authorities

- Meter Survey
- Data Gathering
- Protocols - assign responsibility
- Legislation
- Health and Safety
- Maximo / Oracle / P6
- Impact Assessments
- Change Managers
- Balancing Statements
- Transfer of Assets
- Service Level Agreements
- Annual Service Plans
- Databook & reporting
- Call Centre & Support
- New Connections Procedure
- Development Contributions
- Frameworks for Purchasing
- Transformation Projects

Putting People First & Local Government Reform Act 2014

“The most fundamental set of changes to Local Government in Ireland since the 19th century” (Public Service Reform Plan 2014 – 2016 Section 3.4)

- Dissolution of Town Councils, creation of Metropolitan District Areas
- Local Community Development Committees (LCDC) – LDS – SICAP
- Local Enterprise Offices
- Shared Services including My Pay
- Procurement Frameworks
- Agresso Upgrades
- Building Control Management Systems
- Debt Management & Targets
- Housing Assistance Payment (HAP)
- Library – New systems
- LA Water & Community Office (LAWCO) & Water Framework Directive

**Reduction in staff numbers from 37,801 to 28,882
(reduction of 23.6% - timeframe 2008-2015)**

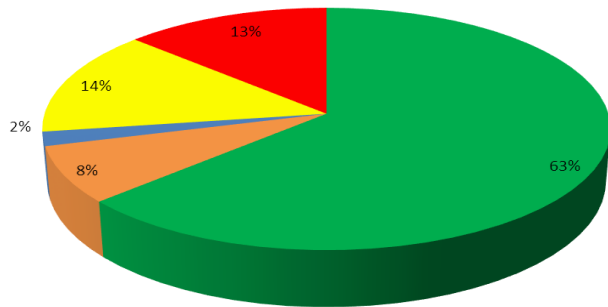
Local Government Efficiency Review Report 2010-2015

2010

- * 106 recommendations
- * Target Efficiencies
€511million

By 2016

- * 63% of Recommendations
Delivered (Green)
- * 16% Ongoing or Changed
Direction (Blue & Yellow)
- * 8% on Hold
- * 13% Not Advanced (Legal
Reasons Primarily)



Efficiencies of €567million per annum

31 LAs (from 114)
Elected Members 949 (from 1,627)
80 Town Councils dissolved
95 Municipal Districts established

Where are Local Authorities now?

From here until 2021.....

Irish Water Business Plan 9 Key Deliverables

- Health & Safety
 - Capital Investment Programme
 - Efficiency saving on Capital Delivery
 - Evolution of Irish Water utility
 - Transform water services operating model
 - OPEX savings €1.1 billion
 - Best practice customer service
 - Solid commercial footing for IW
 - Support economic growth
- (All require LA involvement and/or impact on wider local government sector)

“Rebuilding Ireland” Action Plan for Housing & Homeless

5 Pillars

- Address **Homelessness**
- Accelerate **Social Housing**
- Build **More Homes**
- Improve the **Rental Sector**
- Utilise **Existing Housing**

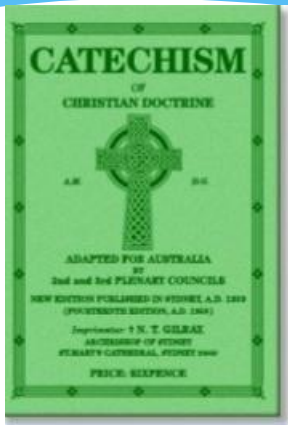
(An Emergency and a top priority for National & Local Government)

Success = Both a Properly Functioning and Funded Public Water Utility and Local Government Sector

Legacy Issues must be resolved

- Forward Planning & Economic Development
- Laboratories
- Stores
- Developer Led Infrastructure
- Taking in Charge
- Backyard/Common Services
- Decommissioned Assets – Environmental Risk & Health and Safety Issues
- Small Public Supplies
- Staff costs for Non Domestic Billing
- Central Management Charge
- Emergency Response for floods and severe weather
- Transfer of Assets
- Lead Pipes
- Group Water Schemes (Orphans)

Limbo



Penny Catechism

Limbo: (Latin limbus, edge or boundary)
referred to as the ‘edge of hell’ -

Permanent no escape

POPE ENDS LIMBO AFTER 800 YEARS ! (Pope Benedict 2007)

- Collective responsibility to take these ‘souls’ out of “limbo”
- Success achieved when the ‘limbo’ box is empty
- Issues in “limbo” impact on public & local government sector

Success = Both a Properly Functioning and Funded Public Water Utility and Local Government Sector

- “Small money” can have significant impact on Local Authority operations
- Limited Discretionary funding – Efficiencies already delivered – *“Cut to the bone”*
- Limited Capacity to raise funding
- Accountability to Public through elected members -v- CER
- Any transfer of costs to Local Authorities will impact significantly
- Collectively we must act in the interest of our citizens
“Do the right thing”

Transition Phase

Purgatory: those destined for heaven have to ‘undergo purification, so as to achieve the holiness necessary to enter the joy of heaven’”

An intermediate state – salvation is possible!