

Water Services Training Group

19th Annual Conference

Optimising Services Delivery in the Water Industry

Radisson Blu Hotel Sligo, 3rd. September 2015



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

Optimising Services Delivery in the Water Industry

Service Level Agreement (SLA) Review

John Keane, SLA Lead, Irish Water
Paddy Mahon, Director of Services, Mayo County Council.



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The Genesis.....

- * **Irish Water Programme & Local Authorities (WSTO):**
 - * worked together through 2013 to reach an agreement
 - * SLA set out the arrangement between IW & the LA's
 - * Local Authorities to Manage and Operate Water Services Functions as an Agent to Irish Water for a 12 Year Period
- * **Service Level Agreements (34 No.) signed in December 2013**
- * **Came into Operation on 1st January 2014**

Review Process

* Objective:

- * review the SLA “in terms of its operational and commercial performance”,
- * Any amendments to be made in accordance with Clause 8.3.

* Review Team

IW Project Team

Aisling Duwai, John Keane,
Jim Fitzgerald, Neil Smyth,
Tim O’Connor, PMO Support

CCMA Team

Paddy Mahon, Kieran Kehoe,
Martin Lydon, Mary Mulholland,
Billy Mernagh, Brian Hannelley,
David O Brien

Review Process

- * **What is In Scope?**

A Review of the SLA is in Scope

- * **What is Out of Scope?**

A Review of the Protocols is out of Scope

Review Process

- * **Commenced on 8th July '15 - 4 No. Meetings held to date**
- * **Initial High Level review of the 40 Sections & Schedules:**
 - * **Feedback provided from the IW Review**
 - * **Feedback provided from by the LA's**
 - * **Discussion on Detailed Changes are on-going**
- * **Aim is to conclude the Review Process by the end of October**

Governance

- * **IW Governance**

- * **SLA Review Steering Group [IW & Ervia Senior Management]**

- * **CCMA Team**

- * **CCMA (Water Services Sub Committee)**

- * **In the event of the need to Escalate:**

- * **National Management Process (SLA Management Committee)**

Positive Elements of the SLA from LA Perspective

- * **Document is Clear, Simple and Well Balanced**
- * **Formal Agreement in Place with a Strong Commitment to 12 year partnership.**
- * **Enhanced opportunities to achieve VFM**
- * **A Nationwide Vision for the Water Industry**
- * **Performance being Measured in areas not previously done.**

Areas of Concern from LA Perspective

- * **Spirit of collaboration is essential.**
- * **Management process of SLA Meetings, Performance Management.**
- * **How the SLA can accommodate the Initiatives of the Transformation Plan.**
- * **Local Authority Involvement in the ASP and Budgetary Process**

The SLA is a Current Topic of Conversation

SLA has recently been subject of some public discussion, including RTE coverage on its Sunday news at 1 programme on August 2nd.

RTE's Sean O Rourke suggested that it was a Cosy Deal.

Renua Leader Lucinda Creighton has described the 12 Year deal as a "Stitch Up".

WSTO's David O Connor advised the Public Accounts Committee that the SLA was agreed at a very high level.

Irish Water has stated it is satisfied that the that the SLA is delivering savings and transformation for the Water Industry.

Areas of Agreement

- * **Section 2, Effective date and Term**
- * **Sections 5 & 7, Force Majeure and Visual Identity**
- * **Sections 31,32, 33,& 40 Intellectual Property, FOI & Data Protection, Inventory Management**

Areas of General Agreement but More Work to be Done

- * **Sections 1 & 4, Definitions & access**
- * **Sections 11 & 12, Enterprise Risk Management & Dispute Avoidance.**
- * **Sections 14 & 15, Planning & Manage Works**
- * **Sections 17 & 18, Capital and DBO Contracts**
- * **Sections 19, & 20, Water Safety Plans & Incident Management**
- * **Sections 21 & 22, Reporting to EPA & Section 16 Licences**
- * **Sections 25 & 27, Support Services and ICT**
- * **Sections 28 & 34, Facilities and Information Sharing**

Areas to be Agreed

- * **Section 3, General Obligations**
- * **Sections 6,9 & 30, Customer Service Culture & Values, Customer Contact & non Customer Communication**
- * **Sections 8,10 & 16, Management Processes, Performance Management & Service Plan**
- * **Section 9, Transformation**
- * **Section 13, Suspension & Termination**
- * **Section 23, Non Domestic Billing**
- * **Section 24, HSQE**
- * **Section 26, Procurement**
- * **Section 35, Human Resources**
- * **Section 36-40, Finance**

Next Steps

- * **Proceed with agreed meeting schedule**
- * **Escalation to SLA Management Committee for issues that can't be agreed**
- * **A successful SLA review process will:**
 - * **Support the upcoming work under the Transformation Plan and WIOF**
 - * **Set the scene and support a successful 2016 ASP process**
 - * **Form the basis for the LA / IW relationship into the future**