

Water Services Training Group

20th Annual Conference

Meeting Standards and Expectations in the Water Industry

Lyrath Estate Hotel, Kilkenny



Meeting Standards and Expectations in the Water Industry

Local Government - Responding to Changed Role

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Local Government - Responding to Changed Role

Context

- * 22% into Service Level Agreement (SLA)
- * Commitment to Transformation
- * Irish Water Business Plan (late 2015)
- * Expectations of Stakeholders
- * Ensuring Service Delivery
- * The Path Ahead

Local Government - Responding to Changed Role

Stakeholder Expectations

- * Quality
- * Reliability
- * Cost
- * Building & Sustaining Communities
- * Supporting Economic Development
- * Environmental Compliance
- * Sustainability

Local Government - Responding to Changed Role

Quality, Reliability & Cost

- * Service Provider v. Authority Responsible
- * National and Regional v. Local Prioritisation
- * National and Regional v. Local Standards
- * National Political v. Local Political
- * Governance and Public Representation
- * Industrial Relations
- * Image and Branding

Local Government - Responding to Changed Role

Community & Economic Development

- * Spatial Planning
- * County & City Development Planning
- * Community Development Planning
- * Economic Development Planning
- * Responding to Opportunity Development
- * Clarity of Roles

Local Government - Responding to Changed Role

Environmental Compliance & Sustainability

- * Effluent Discharges
- * Receiving Waters
- * Catchment Management
- * Capacity of Economy

Local Government - Responding to Changed Role

The Path Ahead

- * Scale of Investment Needed
- * Scale of Efficiencies Required
- * Being Customer-led
- * Stakeholder Needs
- * Staff Resource
- * Achieving the Efficiencies
- * Sustaining Respective Roles