



**Minutes of Meeting of the Service Delivery Plan and Resources  
Working Group on 6<sup>th</sup> December, 2017 at 14.30 hrs**

**Attendance:**

**Councillors:**

Cllr Ruairi McGinley (Chair)  
Cllr Alison Gilliland  
Cllr Mary Freehill  
Cllr Ciarán Cuffe  
Cllr Tom Brabazon

**Staff**

Eileen Quinlivan, Executive Manager, Transformation Unit  
Pauline Tracey, Asst. ICT Manager, Transformation Unit  
Frank d'Arcy, Senior Executive Officer, Housing Maintenance  
Ronan O'Dea, Senior Engineer, Roads Maintenance  
Andy Walsh, Senior Engineer, Traffic Department  
Eithne Gibbons, Senior Executive Officer, Waste Management

**Apologies:**

Cllr Vincent Jackson

**1. Minutes & Matters Arising**

The minutes of the meeting of 1<sup>st</sup> November were agreed.

**2. Presentation on Services**

The Chair outlined that the purpose of the meeting was to receive presentations on a number of the services included in the draft Annual Service Delivery Plan and for members to have an opportunity to raise questions with the relevant Service Delivery Managers.

Following the presentations members raised the following issues:

**Housing Maintenance**

- Process in place for quality control of work carried out by contractors
- Text and online notifications for repair requests
- Length of turnaround time
- Liability if tenants were to engage contractors directly

## **Roads Maintenance**

- The map of 'Completed Works 2013-2016' was requested by Area
- Acknowledgement, tracking and timescales for resolution of road maintenance queries
- Condition of footpaths
- Balance of priority between roads and footpath repairs in works programme
- Flexibility of work being done
- Progress on the 2017 Works Programme
- Standard of reinstatement and difficulties caused by tree roots
- Dealing with backlog of requests

A written report on the issues raised in relation to Roads Maintenance will be circulated to members as there was insufficient time to respond to all points at the meeting.

## **Traffic Advisory Group**

- Resources for 2018
- TAG reports at Area Committee are useful
- Weighting given to issues such as anti-social behaviour when assessing TAG requests
- NTA/Transport Infrastructure Ireland interaction
- Clarification on how decisions are made e.g. filter lights, double yellow lines at corners
- Importance of local knowledge and staff availability for local meetings

Traffic Advisory Group requests are being logged using Transport Asset Management System (TAMS), which is already used for Roads Maintenance, since November 2017.

## **Waste Management**

- Schedule for street cleansing in city centre and suburbs
- Resources for 2018
- Benefits of new bye-laws for rubbish
- Requirement for dog fouling bins in certain locations
- Resources and fleet for leaf collection
- Facilitating resident requests for street cleaning
- CCTV initiative to counter illegal dumping
- New approach to illegal dumping needed with strategic recommendations for government
- Charges for abandoned vehicles
- Alleged use of abandoned vehicle system for vehicle disposal

Members requested clarification on the decision to end the CCTV and poster campaign that was previously in place as a measure to counter illegal dumping.

Enhanced use of the City Council Customer Relationship Management (CRM) system, which is used to log customer service requests, is being implemented for Waste Management service requests in December 2017.

Members expressed the view that new systems have become fully operational at the end of 2017 and it will be after a full year of data from new systems that the operational and reporting impacts will be more evident and demonstrable.

On an overall level it was felt that it is important that Councillors, as well as citizens, are fully informed on the changing landscape as to how the services of the City Council are managed. Reporting through Area Committees in addition to SPCs will achieve this.

There was positive acknowledgement of the external facing nature of demands being catered for and improved transparency on resource usage being sought through the architecture of management systems being used.

The issue of comparative staffing numbers over time was raised in relation to all services discussed. The Executive Manager stated that the service levels in the Annual Service Delivery Plan are based on the staff numbers committed to for 2018 and reiterated that, as stated at previous meetings of the Working Group, the Chief Executive has undertaken to prepare a separate report on staffing that will be presented to a future meeting of the Working Group.

It was **agreed** that:

- a) The Annual Service Delivery Plan to be presented to Dublin City Council
- b) Consideration to be given to presentation of Service Delivery Plan to each Area Committee

Copies of the presentations made to meeting are attached to the minutes.

### **3. AOB**

As this was the third of the three scheduled meetings of the Working Group to discuss the Annual Service Delivery Plan, no further meeting on this issue was set.

A further meeting with the Chief Executive to discuss the matter of resources will be arranged. The meeting concluded at 16.30pm.