



Minutes of Meeting of the Service Delivery Plan and Resources Working Group on 24th May, 2018 at 15:00 hrs

Attendance:

Councillors:

Cllr Ruairi McGinley (Chair)
Cllr Vincent Jackson
Cllr Cathleen Boud
Cllr Mary Freehill
Cllr Ray McAdam

Officials:

Owen Keegan, Chief Executive
Mary Pyne, Head of HR & Corporate Services
Eileen Quinlivan, Executive Manager, Transformation Unit
Pauline Tracey, Asst. ICT Manager, Transformation Unit

Apologies:

Cllr Ciarán Cuffe

1. Minutes & Matters Arising

The minutes of the meeting of 6th December were agreed.

2. Matters Arising

Report on issues raised at previous meeting in relation to Road Maintenance to be circulated.

3. Report on Review of Council Staff resources

The Report was presented to the Corporate Policy Group in March, as had been agreed by Council.

With regard to provision of staffing figures, it was agreed that in the future, reports relating to the level of staffing resources would use December 2016 as the baseline. The Group considered that figures previous to that date are no longer relevant and will be less so into the future.

The issue of staff retention, particularly for certain professional disciplines, was discussed. The Head of HR & Corporate Services outlined that while the City Council aims to be an employer of choice, pay and affordability issues are key considerations for potential employees.

A report on the following items will be circulated:

- An update to reflect the 6 month position in relation to staff numbers, recruitment and issues around retention
- The age profile of the staff in the City Council

- An indication of the service areas to which the 38 staff officers and the 50 additional cleansing staff were allocated
- The Chief Executive's proposal to strengthen the Area structure for which there are a number of posts awaiting sanction in the Department

A report to be prepared and discussed at the next meeting in relation to the use of direct labour and contractors. The report is to focus on one case study - Housing Maintenance - and highlight the criteria used and value for money issues.

In relation to difficulties in arranging site meetings between staff and Members, this will be raised at Senior Management level to ensure a consistent service across all service areas.

4. Annual Service Delivery Plan 2018 – Quarter 1 Report

The Quarter 1 Report was noted, subject to an amendment regarding response timeframes for Housing Maintenance. It was noted that the report will be included in the Chief Executive's Monthly Management Report to the June City Council meeting.

A number of issues were raised by members in relation to the level of service being offered:

- Providing feedback to customers (including online) on the status of queries
- Adequacy of resources for specific initiatives
- Updating Councillors of contact details when staff are moved or services change
- Use of and response to Councillors and public through generic email addresses
- Conflicting responses to questions – it would be helpful if the Members could provide examples so this issue can be followed up appropriately

With regard to the performance of Waste Management the following are to be arranged:

- A visit to the Ballyfermot/Drimnagh area for Eithne Gibbons, SEO Waste Management and Cllr Jackson
- A report on the effectiveness of the pilot squad/area based cleansing system

In the context of increased use of technology, a note on the services using mobile technology is to be circulated.

5. AOB

It was agreed that the group would meet quarterly.