

Comhairle Contae Thiobraid Árann Thuaidh

North Tipperary County Council

CUSTOMER ACTION PLAN 2010 – 2014

IMPLEMENTATION REPORT TO 30TH JUNE, 2010 BASED ON BUSINESS ACTION PLAN FOR 2010

'ag obair leis an bpobal'
'working with the community'

North Tipperary County Council, Civic Offices, Limerick Road, Nenagh, Co. Tipperary.

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Introduction

North Tipperary County Council adopted its Customer Action Plan 2010 to 2014 on the 28th April, 2010. The Customer Action Plan provides contact and service details together with customer services commitments.

In order to ensure full implementation of these commitments, a Business Action Plan has been put in place for 2010. This Implementation Report details achievements to 30th June 2010 based on the targets set out in the Business Action Plan for 2010.

We strive to continually improve the services we provide to the public and would welcome any comments or observations from our customers which can be submitted via e-mail to countysecretary@northtippcoco.ie or in writing to Corporate Support Section, North Tipperary County Council, Civic Offices, Limerick Road, Nenagh.

Joe MacGrath

County Manager

October 2010.

Housing			
No.	Item	For 2010	30th June 2010
1	Applications for re-housing	<ul style="list-style-type: none"> • Acknowledge 95% within 5 working days. • Request further information within 10 working days. • Issue decision within 8 weeks of receipt of completed application 	<ul style="list-style-type: none"> • Target achieved – 99.3% • Target achieved. • Target achieved in 63.5% of cases (141 applications received and processed to 30/6/10).
2	Emergency Repairs to Rented Council Houses	<ul style="list-style-type: none"> • Respond to 96% within 24 hours. 	<ul style="list-style-type: none"> • Target achieved
3	Applications for: (i) Shared Ownership Scheme (ii) Housing Loans Schemes	<ul style="list-style-type: none"> • Acknowledge 100% within 5 working days. • Request further information within 10 working days. 	<ul style="list-style-type: none"> • Target achieved • Target achieved
4	Application for: Housing Grant Schemes	<ul style="list-style-type: none"> • Acknowledge 100% within 5 working days. • Request further information within 5 working days. 	<ul style="list-style-type: none"> • 97% achieved. • 99% achieved.
5	Average time taken to inform applicants of local authority's decision on applications for: (i) Shared Ownership Scheme (ii) Housing Loans Schemes (iii) Eligibility for inclusion onto the Housing List	<ul style="list-style-type: none"> • Issue decision within 5 working days of Credit Committee's recommendation • Issue decision within 5 working days of Credit Committee's recommendation • Issue decision within 8 weeks of receipt of valid application (including assessment of current housing circumstances) 	<ul style="list-style-type: none"> • Decision issued on average within 3.44 working days. • Decision issued on average within 2 working days. • Decision issued on average within 8 weeks in 63.5% of applications.

Housing (cont'd.)			
No.	Item	For 2010	30th June 2010
6	Re-Letting of Houses	<ul style="list-style-type: none"> Allocate vacant houses, available for re-letting, within 4-6 weeks. 	<ul style="list-style-type: none"> Target achieved.
7	Revenue Collection	<ul style="list-style-type: none"> Monitor arrears of Housing Rents and Housing Loans on a continuous basis. Follow up as appropriate based on the individual case. 	<ul style="list-style-type: none"> Achieved and ongoing. Achieved and ongoing.
8	Tenant Participation/Estate Management	<ul style="list-style-type: none"> Respond to requests for assistance/ advice within 10 working days. 	<ul style="list-style-type: none"> Achieved and ongoing
9	Services for Homeless Persons	<ul style="list-style-type: none"> Provide weekly clinics in Nenagh, Roscrea and Thurles. 	<ul style="list-style-type: none"> Clinics provided weekly.

Water Services			
No.	Item	For 2010	30th June 2010
1	Disruptions to Water Supplies <ul style="list-style-type: none"> Planned water supply disruptions within our control Unforeseen disruption where repair time will be delayed 	<ul style="list-style-type: none"> 24 hours advance notice. Notice to all affected customers within 24 hours of disruption. 	<p>- 3 disruptions 100% compliance Information given over Local Radio (Tipp FM/Clare FM/Limerick 95 FM), Aertel, Internet & Intranet Sites. Area Offices & Motor Tax Offices displaying notices. Leaflet drop exercise in some cases. In some cases more than 24 hours notice was given.</p> <p>- 3 disruptions 100% compliance Information given over Local Radio (Tipp FM/Clare FM/Limerick 95 FM), Aertel, Internet & Intranet Sites, Emergency phone line updated.</p>
2	Complaints with regard to supplies <ul style="list-style-type: none"> Written complaints 	<ul style="list-style-type: none"> Acknowledge within 3 working days. Issue full reply within 3 weeks 	<p>No written complaints Complainants mostly use 'phone/office visit. Phone system allowing Water Services to place information regarding disruptions for customers to access is currently in place</p>
3	Applications for water/ wastewater connections <ul style="list-style-type: none"> Incomplete applications (connecting to County Council services) Complete applications 	<ul style="list-style-type: none"> Notify customer within 3 working days. Acknowledge receipt of application within 3 working days of receipt. Issue decision and complete invoice within 2 weeks of receipt of application. 	<p>- 17 applications incomplete out of a total of 35. 100% compliance The increased number of incomplete applications reflects the introduction of the Contractor Control Document in compliance with Health & Safety Legislation.</p> <p>- 18 applications out of a total of 35. 100% compliance All complete applications were acknowledged within 3 working days. (Up 6%)</p> <p>- 23 applications 39% compliance. Time frame is down from 4 weeks to reply in previous Customer Action Plan. Would be 52% (down 1% from 2009) if further two weeks allowed, as per Road Opening Licences below. There can be delays in receiving reports from Road Area Offices.</p>

Water Services (cont'd.)			
No.	Item	For 2010	30th June 2010
3	<p>Applications for water/ wastewater connections</p> <ul style="list-style-type: none"> • Complete applications (cont'd.) <p>Road Opening Applications: (wet openings not connecting to County Council Services)</p>	<ul style="list-style-type: none"> • Issue grant of permissions within 3 days of payment of all fees. • Issue decision within 4 weeks of receipt of application • Grant of permission within 3 days of payment of fees 	<p>- 23 applications 100% compliance Increased awareness of CAP requirements results in continued compliance with this requirement</p> <p>- 27 applications 81% compliance Compliance rates up 8% from last year although amount of applications is down from the previous year.</p> <p>- 27 applications 100% compliance Increased awareness of CAP requirements results in continued compliance with this requirement.</p>
4	<p>Group Scheme Applications</p> <p>Group Scheme Subsidy</p> <ul style="list-style-type: none"> • Incomplete Application • Complete Application 	<ul style="list-style-type: none"> • Notify Customer within 3 working days. • Pay subsidy within 3 weeks of receipt of application 	<p>- 8 applications 100% compliance Increased awareness of CAP requirements results in 100% compliance for year so far.</p> <p>- 28 applications 96% compliance 1 application delayed for processing due to staff shortage.</p>
5	<p>Private Well Grants.</p> <ul style="list-style-type: none"> • Incomplete Application • Complete Application 	<ul style="list-style-type: none"> • Notify Customer within 3 working days. • Issue decision of Provisional Approval/Refusal within 3 weeks of receipt of application. • Pay grant within 5 weeks of receipt of required documents/ information. 	<p>- No application was incomplete 100% compliance From 9 new applications sent to June 30th. Detailed procedures in place and increased awareness of CAP requirements results in 100% compliance for year.</p> <p>- 18 applications 100% compliance Detailed procedures in place and increased awareness of CAP requirements results in 100% compliance for year.</p> <p>- 11 applications 100% compliance Detailed procedures in place and increased awareness of CAP requirements results in 100% compliance for year.</p>

Environment			
No.	Item	For 2010	30th June 2010
1	Recycling Activities: Composting units	<ul style="list-style-type: none"> To provide compost bins within 4 weeks of receipt of request and payment. To sell 90 units. 	<p>Bins in stock and available immediately on request.</p> <p>19 Units sold.</p>
2	Derelict Sites	<ul style="list-style-type: none"> To maintain of a register of Derelict Sites. 	Register in place.
3	Information with regard to Litter, Water Pollution, Dogs, Nuisances, Noise.	<ul style="list-style-type: none"> Make available information of a general nature and respond promptly to complaints. Acknowledge complaints within 3 working days. Notify complainant of outcome of complaint investigated and inform complainant of any appeal procedures available within 7 working days of outcome of investigations. 	<p>Information of general nature readily available. Complaints investigated where resources allow. Achieved.</p> <p>Complainant notified as required.</p> <p>Appeal procedure notified where applicable.</p>
4	Waste Facility Permit applications	<ul style="list-style-type: none"> Valid applications will be acknowledged within 14 working days. Further information will be requested for invalid applications within 14 working days. If further information is required for valid applications a request will issue within one month. A decision will issue on a valid application within 2 months. Objections or observations received with regard to any application will be acknowledged within 7 working days. We will notify those who submitted objections or observations within 7 days of making a decision and will outline the appeal procedure that may be taken. 	<p>Achieved.</p> <p>None requested.</p> <p>Achieved.</p> <p>Achieved.</p> <p>None received.</p> <p>None received.</p>

Environment (cont'd.)			
No.	Item	For 2010	30th June 2010
5	Applications for Licences to discharge to Waters or Sewers.	<ul style="list-style-type: none"> • Valid applications will be acknowledged within 7 working days. • Further information will be requested for invalid applications within 7 working days. • If further information is required for valid applications a request will issue within one month. • A decision will issue on a valid application within 2 months. • Appeal procedures will be included with decision. • Register of licences will be maintained. • Objections or observations received with regard to any application will be acknowledged within 7 working days. • We will notify those who submitted objections or observations within 7 days of making a decision and will outline the appeal procedure that may be taken. 	<p>50% achieved.</p> <p>None requested.</p> <p>None requested.</p> <p>None due for decision (applications received in May).</p> <p>Achieved.</p> <p>Achieved.</p> <p>None received.</p> <p>None received.</p>

Planning & Development			
Item		For 2010	30th June 2010
1	Invalid application returned	<ul style="list-style-type: none"> • 5 working days 	60% achieved.
2	Further Information requested	<ul style="list-style-type: none"> • 7 weeks of receipt of valid application 	26% achieved.
3	Issue Decision – <ul style="list-style-type: none"> • Where no F.I. requested. • Where F.I. requested. 	<ul style="list-style-type: none"> • 8 weeks of receipt • 4 weeks of receipt of F.I. 	100% achieved. 100% achieved.
4	Notify Decision	<ul style="list-style-type: none"> • 3 days of making decision 	100% achieved.
5	Acknowledge submission	<ul style="list-style-type: none"> • 7 days of receipt 	95% achieved.
6	Notify 3 rd Party of – <ul style="list-style-type: none"> • F.I. received. • Decision on application. • Valid appeal lodged. • Application withdrawn or invalidated. 	<ul style="list-style-type: none"> • 3 working days • 3 working days • 3 working days • 3 working days 	97% achieved. 100% achieved. 100% achieved. 90% achieved.
7	Unauthorised development – <ul style="list-style-type: none"> • Acknowledge written complaint. • Investigate complaint. • Issue Warning Letter to developer. • Issue Enforcement Notice to developer. 	<ul style="list-style-type: none"> • 7 days • 3weeks • 6 weeks • 18 weeks 	91% achieved. 30% achieved. 44% achieved. 33% achieved.

Fire & Emergency			
Item		For 2010	30th June 2010
1	Fire Safety Certificates	<ul style="list-style-type: none"> We will issue an acknowledgement of receipt within 7 working days once the application is valid. If the application is invalid we will notify the applicant within 7 working days specifying the information needed to validate it. Should we require any further information we will request it within 35 working days of receipt of a valid application. Once all information required is received we will issue a decision within 20 working days. We will provide technical advice to builders, developers and designers. 	<ul style="list-style-type: none"> 39 applications received. Achieved. Achieved. Achieved Achieved
2	Disability Access Certificates	<ul style="list-style-type: none"> We will issue an acknowledgement of receipt within 7 working days once the application is valid. If the application is invalid we will notify the applicant within 7 working days specifying the information needed to validate it. Should we require any further information we will request it within 35 working days of receipt of a valid application. Once all information required is received we will issue a decision within 20 working days. We will provide technical advice to builders, developers and designers. 	<ul style="list-style-type: none"> 26 applications received. Achieved. Achieved. Achieved. Achieved.
3	Commencement Notices	<ul style="list-style-type: none"> All valid notices will be acknowledged within 3 working days. Invalid notices will be acknowledged within 7 working days. 	<ul style="list-style-type: none"> 119 received. Achieved.
4	Dangerous Substances/ Air Pollution Act	<ul style="list-style-type: none"> Where an Assessors Report has been lodged, a certificate of testing will issue within 7 days of receipt of fee from the Service Station Manager. 	<ul style="list-style-type: none"> None lodged

Roads & Transportation			
No.	Item	For 2010	30th June 2010
1	Response to customers and phone calls	<ul style="list-style-type: none"> To refer all queries immediately to the relevant area office and to treat all customers with courtesy. 	Achieved to 30 th June.
2	Response to written requests	<ul style="list-style-type: none"> To acknowledge all written correspondence within 3 working days and to issue a full response within 15 days. 	Achieved in respect of acknowledgements. Not achieved in respect of full responses, due to work priorities of area engineers.
3	CARS and LIS applications	<ul style="list-style-type: none"> To acknowledge all applications and refer same to area engineers within 3 working days. 	Achieved to 30 th June.
4	Road Opening Licences	<ul style="list-style-type: none"> To issue decision within four weeks of application. To issue grant of permission within 3 days of payment of fees. 	Not achieved due to work priorities of area engineers.
5	Abnormal Load Permits	<ul style="list-style-type: none"> To issue permit within seven working days from receipt of application. 	Achieved to 30 th June.

Motor Tax			
No.	Item	For 2010	30th June 2010
1	Motor tax	Postal applications to be processed and returned within 3 working days.	96.65% processed within 3 working days
2	Driver licences	50% of postal applications to be processed and returned within 5 working days.	12.3% processed within 5 working days
3	Change of ownership	10 working days	100% Achieved
4	Trade licences	2 working days	100% achieved
5	Trailer licences	3 working days	100% achieved
6	Refunds	30 working days	100% achieved
7	Garda queries	2 working days	100% achieved
8	Solicitor queries	3 working days	100% achieved
9	Traffic fines	10 working days	100% achieved

Financial Management			
Item		For 2010	30th June 2010
1	Water Charges	<ol style="list-style-type: none"> 1. Water charge demands to be issued before 30th April and 31st October. 2. Issue reminders/statements at least on a quarterly basis. 3. Appropriate action to be taken for recovery including issue of notice requiring payment within 7 days, disconnection, legal proceedings as warranted by the individual case. 	<ol style="list-style-type: none"> 1. Achieved 2. Achieved 3. Ongoing. - Individual customers identified and targeted
2	Certificates of rateable valuation	<ol style="list-style-type: none"> 1. Issue Cert within 2 working days/notify within 4 working days if application is incomplete or information required from other sources. 	<ol style="list-style-type: none"> 1. 90% Achieved.
3	Rates	<ol style="list-style-type: none"> 1. Warrant and Rate Demands to issue before 31st March. 2. Where rates are not paid by the due date, appropriate action to be taken including issue of Arrears Notice, 6 Day Notice, Statutory Collection Procedures (legal action/levy by distress) as warranted by the individual case. 	<ol style="list-style-type: none"> 1. Achieved 2. Ongoing - Individual customers identified and targeted

Financial Management (cont'd.)			
Item		For 2010	30th June 2010
4	Non Principal Private Residence Charge	<ol style="list-style-type: none"> 1. We will deal with all queries in a timely manner. 2. We will acknowledge receipt of applications as soon as practicable, and will forward applications to the NPPR Bureau on a fortnightly basis for issue of official receipt. 3. Incomplete/incorrect applications will be returned within 5 working days. 	<ol style="list-style-type: none"> 1. Achieved and on-going 2. Achieved and on-going 3. Achieved
5	Cash Receipting	<ol style="list-style-type: none"> 1. Immediate issue of receipt where paid in person. Receipts will be issued by return if received by post, unless details are incomplete. 	<ol style="list-style-type: none"> 1. Achieved and on-going

Corporate Support			
No.	Item	For 2010	30th June 2010
1	Register of Electors	<ol style="list-style-type: none"> 1. Publish 2010/2011 Full and Edited Register of Electors and associated Postal and Special Voters Lists by 1st February 2010. 2. Publish Supplement to the Register of Electors in the event of any Elections/Referendum held during 2010. 3. Publish 2011/2012 Full and Edited Draft Register of Electors by 1st November 2010. 4. Accept and process applications for Postal and Special Voters Lists and amendments to the Draft 2011/2012 Register of Electors received by 25th November 2010. 5. Publish List of Claims on Draft Register of Electors by 30th November 2010 for adjudication on at the Revision Courts. 	<ol style="list-style-type: none"> 1. Achieved 2. N/a 3. N/a 4. N/a 5. N/a
2	Higher Education Grants	<ol style="list-style-type: none"> 1. Send 2nd maintenance installment to Bursars for 2009/2010 Grant Scheme by 1st week in January 2010 and top-up grants by the 3rd week in January 2010. 2. Send 3rd maintenance installment to Bursars for 2009/2010 Grant Scheme by early April 2010 and top-up grants by the end of April 2010. 3. Write to existing grantholders in late July 2010 with a request to confirm income and dependant status. 	<ol style="list-style-type: none"> 1. Achieved 2. Achieved 3. N/a

Corporate Support (cont'd)			
No.	Item	For 2010	30th June 2010
		4. Send 1 st maintenance installment to Bursars for 2010/2011 Grant Scheme by 2 nd week in October 2010 and top-up grants by 1 st week in November 2010. 5. Recoup expenditure from the Department of Education and Science in accordance with recoupment form received. 6. Assess and process reviewed applications as soon as possible and notify applicants accordingly.	4. N/a 5. Monies recouped. 6. N/a
3	Public Liability Claims	1. Issue acknowledgment within five working days of receipt of a claim confirming date of receipt and reference number allocated.	1. Achieved

Human Resource Management			
	Item	For 2010	30th June 2010
1	Staff Recruitment	<ol style="list-style-type: none"> 1. Advertise vacancies as soon as they have received approval to be filled. 2. Arrange interviews within one month of closing date for receipt of application forms. 3. Advise candidates of placing on the panel within 2 weeks of interview. 4. Issue individual marks and comments on request. <p>Note: In 2010 recruitment is subject to the Moratorium on Public Service numbers to end of 2010</p>	<ol style="list-style-type: none"> 1. Achieved 2. Not achieved in all instances due to staff shortages and difficulties encountered in convening interview boards. 3. Achieved 4. Achieved
2	Staff Retirement	<ol style="list-style-type: none"> 1. Calculate pension to have same ready for payment within 2 weeks following retirement. 2. Calculate lump sum and arrange payment within two weeks of retirement. 	<ol style="list-style-type: none"> 1. Partly achieved. Most calculations completed within specified timeframes unless unforeseen circumstances arose in individual cases. 2. Achieved in most instances unless unforeseen difficulties arose in individual cases.
3	Staff Training and Development	<ol style="list-style-type: none"> 1. Arrange training in accordance with Training Plan taking into account training requirements identified through PMDS. 	<ol style="list-style-type: none"> 1. Not Achieved. Staff shortages resulting in non-release of staff for training, recent industrial action including non-compliance with PMDS and re-allocation of training staff to CORE HR project have impacted on our ability to draft and fully implement training plan. Provision of training is envisaged for second half of year.

Human Resource Management (cont'd.)			
	Item	For 2010	30th June 2010
4	Sick Leave	1. Monitor percentage of working days lost to sickness absence as set out in service indicators.	1. Achieved
5	Training and Leave	1. Engage in implementation of HR/Superannuation/ Payroll system.	1. Achieved. Organisational Structure module of CORE system implemented. Payroll and Time & Attendance modules to be implemented by December 2010.

Community & Enterprise Department			
No.	Item	For 2010	30th June 2010
1	Applications for Grant Schemes.	<ol style="list-style-type: none"> 1. Acknowledge receipt of application within 5 working days. 2. Where further information is required we will write to applicant outlining items outstanding. 3. Write to applicant advising of our decision. 4. Liaise with relevant agencies in relation to certain applications, as required. 	<ol style="list-style-type: none"> 1. Ongoing 2. Achieved 3. Ongoing 4. Ongoing