

Comhairle Contae Thiobraid Árann Thuaidh

North Tipperary County Council

CUSTOMER ACTION PLAN 2005 – 2009

IMPLEMENTATION REPORT TO 30TH JUNE 2009 BASED ON BUSINESS ACTION PLAN FOR 2009

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

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Introduction

North Tipperary County Council adopted its Customer Action Plan 2005 to 2009 on the 20th December 2004. 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 2009. This Implementation Report details achievements to 30th June 2009 based on the targets set out in the Business Action Plan for 2009.

Work will commence in the near future on the preparation of a new Customer Action Plan for the period 2010 to 2014.

Terry Ó Niadh,
County Manager

October 2009

Housing			
Item		For 2009	Achieved to 30th June 2009
1	Applications for re-housing	<ul style="list-style-type: none"> • Acknowledge 95% within 3 working days • Request further information within 7 w/days where necessary • Issue decision within 8 weeks of receipt of completed application 	<ul style="list-style-type: none"> • Target achieved. • Target achieved. • Target achieved in 92.3% of cases (292 applications for rehousing and rent supplement processed)
2	Emergency Repairs	<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 (iii) Local Authority Housing	<ul style="list-style-type: none"> • Acknowledge 100% within 3 working days • Request further information within 7 working days where necessary 	<ul style="list-style-type: none"> • Target achieved • Target achieved • Target achieved
4	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 after interview • Issue decision within 5 working days after interview • Issue decision within 8 weeks from receipt of valid application (including assessment of current housing circumstances) 	<ul style="list-style-type: none"> • Decision issued on average within 4 working days after interview • Decision issued on average within 3 working days after interview • Decision issued on average within 8 weeks in 92.3% of applications

Water			
Item		For 2009	Achieved to 30th June 2009
1	Planned water supply disruptions within our control.	24 hours advance notice.	2 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.
2	Unforeseen disruption where repair time will be delayed.	Notice to all affected customers within 24 hours of disruption.	2 disruptions - 100% compliance. Information given over Local Radio (Tipp FM/Clare FM/Limerick 95 FM), Aertel, Internet & Intranet Sites, Emergency phone line updated.
3	Written complaints.	<ol style="list-style-type: none"> 1. Acknowledge within 3 working days. 2. Issue full reply within 3 weeks. 	No written complaints - N/A. Complainants mostly use 'phone/office visit. Phone system allowing Water Services to place information regarding disruptions for customers to access is currently in place.
4	Applications for water or wastewater connections and road opening licences	<ol style="list-style-type: none"> 1. <u>Incomplete applications:</u> (connecting to County Council services) Notify customer within 3 working days. 2. <u>Complete applications:</u> <ul style="list-style-type: none"> - Acknowledge receipt of application within 3 working days of receipt. - Issue decision and complete invoice within 4 weeks of receipt of application. - Issue grant of permissions within 3 days of payment of all fees. 	<ol style="list-style-type: none"> 1. <u>Incomplete Applications:</u> 17 applications out of a total of 55. 100% compliance. The increased number of incomplete applications reflects the introduction of the Contractor Control Document in compliance with Health & Safety Legislation. 2. <u>Complete applications:</u> <ul style="list-style-type: none"> - 38 applications out of a total of 55. 100% compliance. All complete applications were acknowledged within 3 working days. - 36 applications. 69% compliance. While improved on last year compliance rate reflects the delay in receipt of reports from the Area Offices and staffing resources in Water Services. - 46 applications. 100% compliance. Increased awareness of CAP requirements results in continued compliance with this requirement.

Water cont'd....			
Item	Item	Item	Item
		<p>3. Road Opening Applications: (wet openings not connecting to County Council Services)</p> <ul style="list-style-type: none"> – Issue decision within 4 weeks of receipt of application. – Issue Grant of permission within 3 days of payment of fees. 	<p>3. Road Opening Applications:</p> <ul style="list-style-type: none"> – 44 applications. 73% compliance. Delay in receipt of reports from Area Offices reflected in these figures. Recent HSA requirements regarding especially Contractor Control Documents might warrant a review of the time allowed. – 49 applications. 100% compliance. Increased awareness of CAP requirements results in continued compliance with this requirement.
5	Group Scheme Subsidy.	<p>Incomplete Application: Notify Customer within 3 working days.</p> <p>Complete Application: Pay subsidy within 3 weeks of receipt of application.</p>	<p>Incomplete Application: 19 applications. 100% compliance. Increased awareness of CAP requirements results in 100% compliance for year so far.</p> <p>Complete Application: 88 applications. 100% compliance. Increased awareness of CAP requirements results in 100% compliance for year so far. Changes to scheme also have meant greater numbers of applications this year.</p>
6	Private Well Grants	<p>Incomplete Application: Notify Customer within 3 working days.</p> <p>Complete Application:</p> <ul style="list-style-type: none"> – Issue decision of Provisional Approval/Refusal within 6 weeks of receipt of application. – Pay grant within 8 weeks of receipt of required documents/information. 	<p>Incomplete Application: 1 application. 100% compliance. Detailed procedures in place and increased awareness of CAP requirements results in 100% compliance for year.</p> <p>Complete Application:</p> <ul style="list-style-type: none"> – 6 applications. 100% compliance. Detailed procedures in place and increased awareness of CAP requirements results in 100% compliance for year. – 11 applications. 100% compliance.

Environment			
Item		For 2009	Achieved to 30th June 2009
1	Recycling Activities: Composting units	To sell 90 units.	27 Units sold.
2	Derelict Sites:	To maintain of a register of Derelict Sites.	Register in Place.
3	Information with regard to Litter, Water Pollution, Dogs, Nuisances, Noise.	<ol style="list-style-type: none"> 1. Make available information of a general nature and respond promptly to complaints. 2. Acknowledge complaints within 5 working days. 3. Notify complainant of outcome of complaint investigated and inform complainant of any appeal procedures available within 5 working days of outcome of investigations. 	<ol style="list-style-type: none"> 1. Information of general nature readily available. 2. Achieved. 3. Complainant notified as required.
4	Waste Permit applications	<ol style="list-style-type: none"> 1. Valid applications will be acknowledged within 10 working days. 2. Further information will be requested for invalid applications within 15 working days. 3. A decision will issue on a valid application within 2 months. 	<ol style="list-style-type: none"> 1. Achieved. 2. Achieved. 3. Achieved.
5	Applications for Licences to discharge to Waters or Sewers.	<ol style="list-style-type: none"> 1. Valid applications will be acknowledged within 10 working days. 2. Further information will be requested for invalid applications within 20 working days. 3. A decision will issue on a valid application within 2 months. 4. Appeal procedures will be included with decision. 5. Register of licences will be maintained. 	<ol style="list-style-type: none"> 1. Achieved. 2. Not achieved. 3. Not achieved. 4. Achieved. 5. Achieved.

Planning & Development			
Item		For 2009	Achieved to 30th June 2009
1	Invalid application returned	5 working days	46%
2	Further Information requested	7 weeks of receipt of valid application	39%
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. 	<ul style="list-style-type: none"> 88% 100%
4	Notify Decision	3 days of making decision	100%
5	Acknowledge submission	7 days of receipt	99%
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 	<ul style="list-style-type: none"> • 94% • 100% • 83% • 95%
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 • 3 weeks • 6 weeks • 18 weeks 	<ul style="list-style-type: none"> • 91% • 75% • 100% • 0%

Fire & Emergency			
Item		For 2009	Achieved to 30th June 2009
1	Fire Safety Certificates	<ol style="list-style-type: none"> 1. We will issue an acknowledgement of receipt within 7 working days once the application is valid. 2. Should we require any further information we will request it within 35 working days of receipt of a valid application. 3. Once all information required is received we will issue a decision within 40 working days. 4. We will provide technical advice to builders, developers and designers. 	<ol style="list-style-type: none"> 1. Achieved. 36 applications received to date. 2. Achieved. 3. Achieved. 4. All requests for advice responded to.
2	Commencement Notices	<ol style="list-style-type: none"> 1. All valid notices will be acknowledged within 3 working days. 2. Invalid notices will be acknowledged within 7 working days. 	<ol style="list-style-type: none"> 1. Achieved. 144 valid commencement notices received. 2. Achieved
3	Dangerous Substances/ Air Pollution Act	<ol style="list-style-type: none"> 1. 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. 	<ol style="list-style-type: none"> 1. No reports lodged.

Roads & Transportation			
Item		For 2009	Achieved to 30th June 2009
1	Response to customers and phone calls	To refer all queries immediately to the relevant area office and to treat all customers with courtesy.	Achieved. Calls dealt with centrally. Referred to area office where applicable.
2	Response to written requests	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 prioritisation of other matters by area engineers.
3	CARS and LIS applications	To acknowledge all applications and refer same to AE's within 3 working days.	Achieved.
4	Road Opening Licences	1. To issue decision within four weeks of application. 2. To issue grant of permission within 3 days of payment of fees.	Achieved. Achieved.
5	Abnormal Load Permits	To issue permit within seven working days from receipt of application.	Achieved.

Motor Tax			
Item		For 2009	Achieved to 30th June 2009
1	Motor tax	Postal applications to be processed and returned within 3 working days.	93.85% processed within 3 working days.
2	Driver licences	50% of postal applications to be processed and returned within 5 working days.	38.24% 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 2009	Achieved to 30th June 2009
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 monthly. 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. Water Charges in County area issued on time. 2. Issued. 3. Action taken on case by case basis.
2	Certs 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% issued within time limits.
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 30th June & 30th July 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. Issued on time. 2. Appropriate action taken.
4	Cash Receipting	<ol style="list-style-type: none"> 1. Immediate issue of receipt where paid in person. By return if by post unless details are incomplete. 	<ol style="list-style-type: none"> 1. Achieved.

Corporate Support			
Item		For 2009	Achieved to 30th June 2009
1	Register of Electors	<ol style="list-style-type: none"> 1. Publish 2009/2010 Full and Edited Register of Electors and associated Postal and Special Voters Lists by 1st February 2009. 2. Publish Supplement to the Register of Electors in the event of any Elections/Referendum held during 2009. 3. Publish 2010/2011 Full and Edited Draft Register of Electors by 1st November 2009. 4. Accept and process applications for Postal and Special Voters Lists and amendments to the Draft 2010/2011 Register of Electors received by 25th November 2009. 5. Publish List of Claims on Draft Register of Electors by 30th November 2009 for adjudication on at the Revision Courts. 	<ol style="list-style-type: none"> 1. Achieved. 2. Achieved. 3. N/a 4. N/a 5. N/a
3	Higher Education Grants	<ol style="list-style-type: none"> 1. Send 2nd maintenance installment to Bursars for 2008/2009 Grant Scheme by 1st week in January 2009 and top-up grants by the 3rd week in January 2009. 2. Send 3rd maintenance installment to Bursars for 2008/2009 Grant Scheme by early April 2009 and top-up grants by the end of April 2009. 	<ol style="list-style-type: none"> 1. Achieved. 2. Achieved.

Corporate Support cont'd....			
Item		For 2009	Achieved to 30th June 2009
		3. Write to existing grantholders in late July 2009 with a request to confirm income and dependant status. 4. Send 1 st maintenance installment to Bursars for 2009/2010 Grant Scheme by 2 nd week in October 2009 and top-up grants by 1 st week in November 2009. 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.	3. N/a 4. N/a 5. Achieved. 6. N/a
4	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 2009	Achieved to 30th June 2009
1	Staff Recruitment	<ol style="list-style-type: none"> 1. Advertise approved vacancies as soon as they are approved. 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 2009 recruitment will be subject to Departmental and funding restrictions.</p>	Due to Department and funding restrictions there was no recruitment in this period.
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. Achieved. 2. Achieved.
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. Achieved within the limits of the current financial constraints.
4	Sick Leave	<ol style="list-style-type: none"> 1. Monitor percentage of working days lost to sickness absence as set out in service indicators. 2. Implement Attendance Management Policy as introduced through workplace partnership. 	<ol style="list-style-type: none"> 1. Achieved. 2. Achieved.
5	Training and Leave	<ol style="list-style-type: none"> 1. Engage in implementation of National Human Resource System when rolled out to North Tipperary. 	<ol style="list-style-type: none"> 1. Ongoing.