

Annual Service Delivery Plan 2024



Comhairle Cathrach & Contae Phort Láirge
Waterford City & County Council

INDEX

Introduction	1
Our Core Values	2
Our Corporate Aims	3
Analysis of Expenditure	4
Analysis of Income	5
Workforce	6
Overall Structure	6
Economic Development	7
Economic Development	8
Local Enterprise Office	9
Rural Economic Development	10
Heritage Tourism	12
Communications	13
Roads, Water and Environment	14
Roads & Transport Services	15
Active Travel	16
Water Services	16
Environment	17
Housing, Community and Emergency Services	20
Housing Services	21
Community & Sport Services	22
Emergency Services	23
Finance	24
Finance	25
Planning, Corporate, Culture, HR and IS	27
Strategic Planning and Development	28
Corporate Services	29
Customer Services and Motor Tax Office	30
Oifigeach Gaeilge	31
Archives and Record Management	32
Cultural Services	33
Human Resources, Payroll & Health and Safety	35
Information Technology	36

Introduction:

Waterford City & County Council's Corporate Plan provides the strategic framework within which the Council's vision and commitment for the development and improvement of Waterford as the Capital of the South East is outlined.

The Corporate Plan itself provides the context for the preparation of the Annual Service Delivery plan. The Annual Service Plan 2024 is the corporate document that sets out the objectives for service delivery and performance standards to be achieved within the year.

The Annual Service Plan 2024 takes account of and is consistent with the Waterford City & County Council Budget 2024 that was adopted by the members on 28th November 2023. The Annual Service Plan 2024 takes account of all plans, statements and strategies that set out policies and objectives for the Council's functional programmes.

The Annual Service Plan 2024 recognises and reflects the mission statement of the Corporate Plan:

Waterford, as the Capital of the South East will be a vibrant and sustainable place for all its people who live, work, visit or invest here ”

The Corporate Plan 2019-2024 sets out a Vision for the future development of Waterford as follows:

That Waterford is ambitious, progressive, and connected. A place where all our people enjoy life, well-being and opportunity at its heart.

That Waterford people have access to a responsive, professional and people focused local authority which is connected at a strategic level to the wider public service.

That Waterford and the South East are positioned to lead in terms of business development, economic growth and educational excellence.

That Waterford offers a unique quality of life for all with outstanding world class amenities and a natural unspoiled landscape and scenery. A recognised tourism destination which honours it's cultural and historic heritage as Ireland's Oldest City.

The Annual Service Plan takes account of the following:

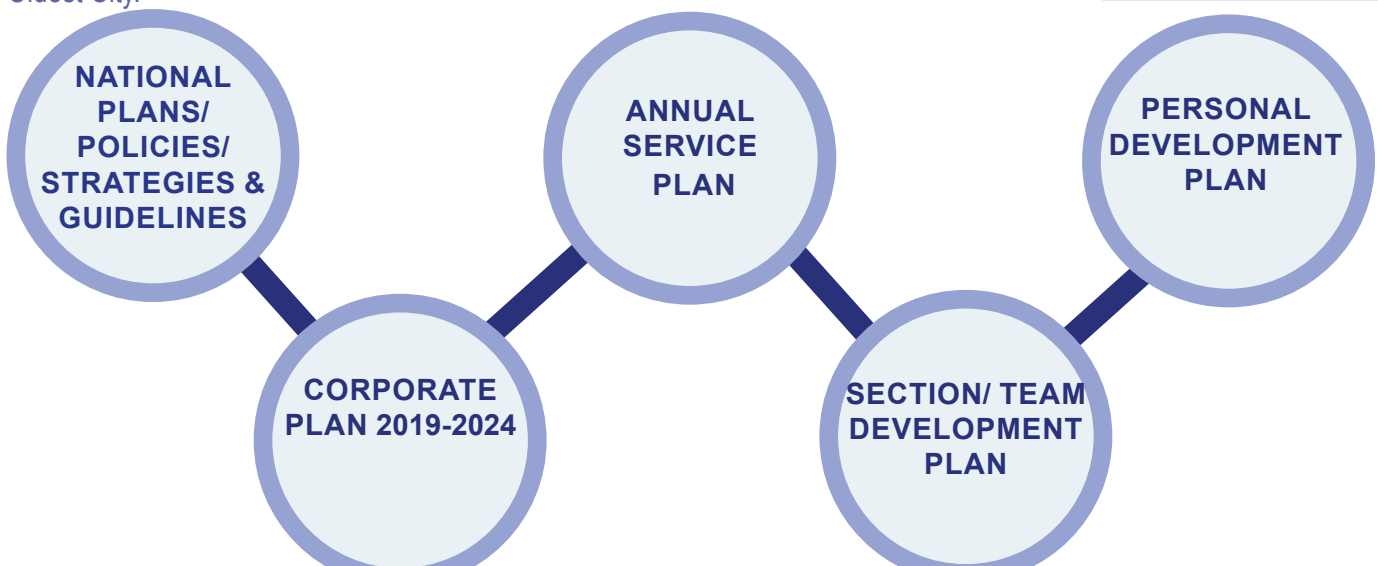
National & Regional Plans, Strategies, Policies and Objectives

Waterford City & County Council Corporate Plan

Departmental/Team Development Plans

Personal Development Plans

Key Performance Indicators



OUR CORE VALUES



QUALITY OF LIFE

We will promote the well-being and quality of life of citizens and communities through the delivery of high quality services.



SUSTAINABILITY

We are committed to meeting our responsibilities under the UN Sustainable Development Goals and aim to transition to a low carbon, climate resilient and environmentally sustainable economy.



PUBLIC SERVICE

We aim to continually improve our services to deliver better outcomes for the public and to build an agile and resilient organisation which communicates and engages effectively.



ECONOMIC DRIVER

Waterford as Capital of the South East will aim to exceed all objectives, programmes and projects outlined in Project Ireland 2040.



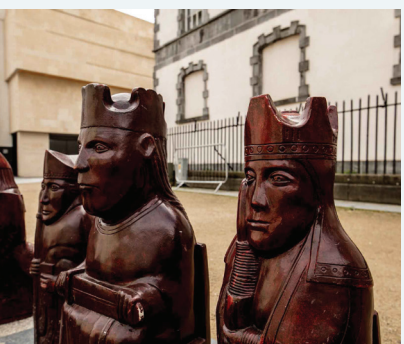
PEOPLE FOCUSED

We are focused on developing the skills, capacity and effectiveness of our staff so that we continue to deliver high quality public services which are connected and people focused.



AMBITIOUS

As the Regional Economic Driver, we will make Waterford attractive to all investors and companies wishing to avail of all the Capital of the South East has to offer.



INCLUSIVENESS

We will seek to deliver opportunities and accessibility for all in our activities and will promote respect for diversity and inclusion in our communities.



INNOVATION

Waterford will be a place which encourages a culture of innovation, entrepreneurship and fosters a sustainable economy in Waterford and the South East region.



CULTURE AND CONSERVATION

We will value and promote our cultural and built heritage for present and future generations to enjoy and appreciate.

OUR CORPORATE AIMS



Corporate aim 1 - Waterford as the Driver of Regional Growth

Waterford is positioned to lead in terms of development and be the economic driver of the South East region. Waterford City and County Council is committed to ensuring Waterford remains a key enabler of growth by supporting the delivery of Project Ireland 2040.



Corporate aim 2 - Balanced Rural and Urban development

Ensure balanced development across Waterford City and County by encouraging development of our primary urban centres: Waterford City, Tramore and Dungarvan while planning for Dunmore East, Passage East, Portlaoise, Kilmacthomas, Tallow, Cappoquin and Lismore to continue to be key drivers of rural growth.



Corporate aim 3 - Creating a Growth Culture

A new Metropolitan Area Plan for Waterford City will be developed in collaboration with key stakeholders and state agencies to ensure that the City's identified role as the principal urban centre in the South East region is enhanced and supported. A strong Waterford will lead to the development of the South East region which will enhance economic growth and create added value employment opportunities.



Corporate aim 4 - People and Communities

Waterford will be a place where all are included as active participants in the cultural, environmental, social and economic fabric of their community. Waterford will be a place of resilient communities. Our work within urban and rural communities will be to strengthen the connections, improve facilities and quality of life. We will work in partnership with agencies and communities to prioritise initiatives that impact positively on the health and wellbeing of all.



Corporate aim 5 - A Strong Foundation

Waterford will continue to develop an attractive environment, with good quality access to services to ensure a high quality of life, thus attracting investment, economic activity, increased visitors and a skilled and talented workforce.



Corporate aim 6 - Fit for Purpose organisation

To ensure we are a fit for purpose organisation we need to be transparent and accountable while delivering efficient public services and ensuring value for money. We continue to achieve the actions outlined in Public Service 2020 by continually improving our performance, development and growth. We will meet our commitments in our Public Service Equality and Human Rights Duty - to eliminate discrimination, promote equality of opportunity and protect the human rights of both our customers and staff.

Analysis of Expenditure – 2024

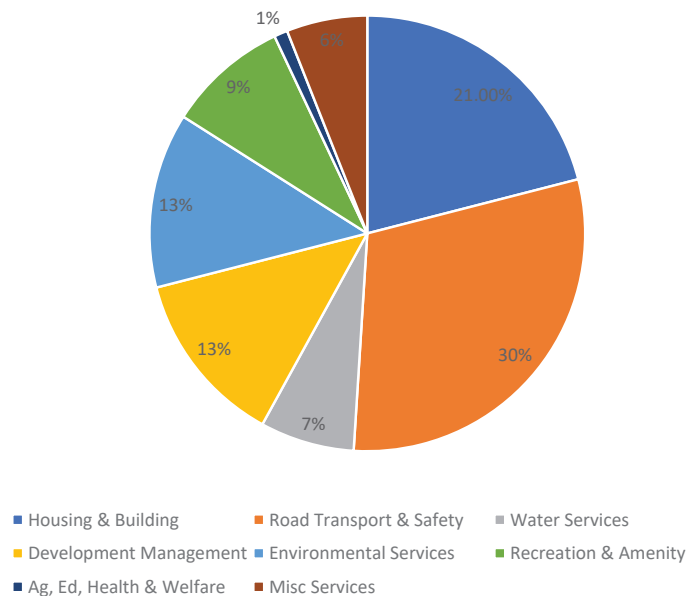
The total estimated expenditure included in the Budget for 2024 amounts to €183,311,866.

The following Table depicts Revenue expenditure by Service Division.

DIVISION	ADOPTED BUDGET 2024	% OF OVERALL BUDGET
HOUSING & BUILDING	€41,563,728	21%
ROAD TRANSPORT & SAFETY	€51,275,588	30%
WATER SERVICES	€11,132,863	7%
DEVELOPMENT MANGAGMENT	€28,239,462	13%
ENVIRONMENTAL SERVICES	€23,749,974	13%
RECREATION & AMENITY	€16,449,172	9%
AGRI, ED, HEALTH & WELFARE	€1,114,946	1%
MISC SERVICES	€9,786,133	6%
TOTAL	€183,311,866	100%

Pie Chart of
**% OF OVERALL EXPENDITURE
BY SERVICE DIVISION**

% of Overall Expenditure by Service Division



Analysis of Income – 2024

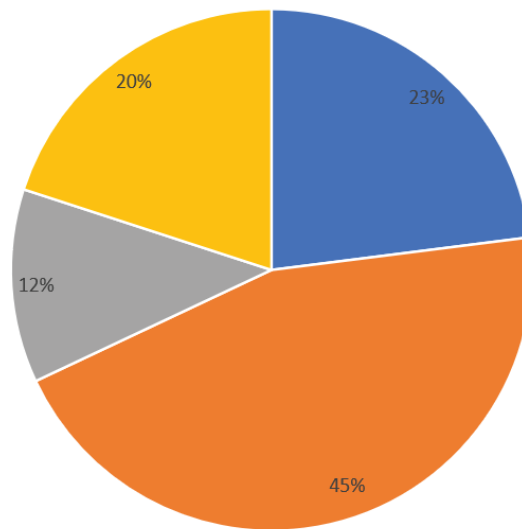
The total anticipated income included in the Budget for 2024 amounts to €183,311,866

The following Table depicts income by Service Division.

SOURCE	ADOPTED BUDGET 2024	% OF OVERALL BUDGET
GOODS & SERVICES	€42,934,193	23%
GRANTS & SUBSIDIES	€82,102,406	45%
PROPERTY TAX	€21,165,340	12%
RATES	€37,109,928	20%
TOTAL	€183,311,866	100%

Chart Area

% of Overall Income by Source



■ Goods and Services ■ Grants and Subsidies 40% ■ Property Tax ■ Rates

Workforce 2023



460 Indoor Staff



374 Outdoor Staff



117 Firefighters

The Overall Structure of WCCC is as follows:

CHIEF EXECUTIVE

Economic Development



*Economic Development, Local Enterprise Office,
Rural Development, Special Projects.*

Roads, Water & Environment



*Roads, Active Travel, Water Services, Environment, Cleansing,
Environmental Awareness, Dog Shelter.*

Housing, Community & Emergency Services



Housing, Community & Sport, Emergency Services.

Finance



Accounts Payable, Accounts Receivable, Procurement.

Planning, Corporate, Culture, HR & IS



*Planning, Corporate Services, Library Services,
Arts Office, IS, Human Resources.*

ECONOMIC DEVELOPMENT DIRECTORATE.

The area of Economic Development deals with a large variety of areas as listed:

- Tourism Promotion
- Economic Development & Promotion
- Agency & Recoupable Services
- Leisure Facilities Operating
- Festivals and Events
- Local Enterprise Office
- Rural Development
- Waterford Museum of Treasures



Economic Development.

Economic Development section manages tourism development and supports marketing and promotion of the city and county tourism assets. The section also works to ensure Waterford will lead the development of the South East region and ensures that primary centres are given the opportunity to develop and attract investment. The section also manages the funding of festivals and events to create animation and vibrancy of the city and county of Waterford, which ensures that as the Capital of the South East Waterford will be a vibrant and sustainable place for all its people who live, work, visit or invest here.

Economic Development

Objective 1: Support the development of a low carbon and sustainable economy.

Develop 'Commerce for a carbon neutral Waterford' scheme to recognise businesses' contribution to Waterford Council's target of becoming carbon neutral.

Support the implementation of economic objectives and actions in the Climate Action Plan.

Objective 2: Drive and support economic diversity and sustainable growth across Waterford.

Deliver the Waterford Economic Strategy through the implementation of the economic elements of the LECP 2023-2028 Implementation Plan.

Ensure real time data is available is available on the health of Waterford's economy. Utilise appropriate data to respond to investors' queries.

Proactively engage with government departments and agencies to secure investment to deliver key infrastructure projects across Waterford.

Proactively engage with and support the IDA and Enterprise Ireland to deliver sustainable growth and investment in Waterford.

Objective 3 : Invest in sustainable place making and destination management.

Deliver the city centre URDF.

Deliver the North Quays.

Objective 4: Develop Waterford as a location that embraces the opportunities that digital technology and innovation create to future proof our economy.

Drive the delivery of the SMART SE project in partnership with SETU.

Festivals and Events

Objective 1: Develop, grow and diversify Waterford's festivals and events to achieve the Council's mission of Waterford as a 'vibrant and sustainable place'.

Implement the Council's Festivals & Events Funding Policy 2021.

Provide financial support, in line with the above policy, to applicants under the Festivals & Events Grant Scheme.

Maximise opportunities through Winterval of Waterford's designation as the European City of Christmas 2024.

Objective 2: Ensure that WCCC achieves value for money from the festivals and events it invests in and supports.

Work with flagship festivals to develop a suite of appropriate KPIs to monitor on an annual basis.

Utilise the post event reports to produce a summary annual report on the festivals funded under the Festivals & Events Scheme.

Tourism Development and Promotion

Objective 1: Develop the tourism offering across Waterford City & County.

Work with FI to develop the Sustainable Waterford Rural Tourism Network.

Develop the Waterford City visitor experience including the addition of an attraction of scale to the City.

Development of a Waterford Orientation Project to disperse visitors across the county linking the county's natural and built heritage with outdoor amenities and creating a looped county visitor exploration route.

Grow the accommodation base in Waterford City, Tramore and Dungarvan as well as more niche tourism accommodation options in rural areas.

Develop the visitor experience on the Waterford Greenway.

Identify appropriate funding opportunities and apply for same.

Objective 2: Promote Waterford as a world class destination in collaboration with Fáilte Ireland, Tourism Ireland and Visit Waterford.

Work with Visit Waterford, Fáilte Ireland and Tourism Ireland to maximise promotional opportunities for Waterford.

Support the development of Visit Waterford and the implementation of their Annual Marketing Plan for Waterford.

Objective 3 : Develop our tourism and cultural offering to be a must include destination in the Ireland visitor experience.

Local Enterprise Office.

The Local Enterprise Office (LEO) is tasked with developing and sustaining a positive enterprise ecosystem in Waterford that will drive new added value start-ups, further the growth of small and micro enterprises and enhance local economies.

Objective 1: Help foster a strong local start-up support ecosystem in Waterford.

Implement recommendations of the Waterford Start-Up Ecosystem study.

Develop approach for engagement, support and coordination for co-working spaces.

With NF, STARTX, Growth Hub and SETU, identify businesses that would benefit from LEO support.

Review availability of appropriate start-up funding mechanisms.

Objective 2: Provide supports and services to encourage new business start-ups in Waterford.

Assess space for delivering new programmes to encourage innovation i.e. Pitch Perfect, Idea Generation aimed at Manufacturing and an intensive Start up Weekend competition, and rationalise engagement.

Objective 3: Partner in initiatives which improve the local environment for start-ups and enterprise development.

Participate in the delivery of Waterford City and County Council's Economic Development Strategy.

Undertake partnership events with Chambers of Commerce, SEBIC, Network Waterford, Waterford Micro Business Network, Tech Meet Up, Waterford Area Partnership.

Increase engagement with SETU, WWETB, ArcLabs, SEAM, TSSG, PMBRC, and New Frontiers.

Deliver high quality events for Local Enterprise Week.

Work with Taste Waterford to develop food tourism

Build the product offering of the Museums & Viking Triangle to increase Visitor numbers

Build the product offering of Mount Congreve House & Gardens to increase Visitor numbers

Develop signature festivals that draw visitors outside peak season.

Promote cultural heritage tourism including An Gaeltacht as a unique cultural resource

Support the Cultural Quarter, Dungarvan Digital Transformation Hub and Munster Animation Projects.

Continue to ensure good local participation and high quality representation for Waterford in the National Enterprise Awards.

Develop Ireland's Best Entrepreneur Competition in Waterford.

Objective 4: Increase level of innovation, digitisation and digitalisation with LEO growth orientated enterprises and the wider SME sector Deliver programmes and initiatives that enable businesses to adopt digital technologies.

Knowledge sharing opportunities and best practice guidelines.

Support #YourWaterford for continued online presence of SMEs.

Identify areas where businesses engage directly with Govt. through tech, and opportunities to improve delivery.

Identify GovTech best practices, and identify opportunities to engage with SMEs in Waterford to deliver services to/for Govt.

Engage with SETU and other stakeholders to identify research pipeline, and identify areas in which LEO and other stakeholders can support.

Objective 5: Increase the export capability of growth orientated LEO clients.

Identify appropriate first time exporters.

Engage with in European Enterprise Network (EEN) to implement Export Programmes.

Develop and deliver Export Programmes, which will include 1 to 1 mentoring, for core clients who have potential to become an exporter or develop their exports further.

Promote Technical Assistance for Micro Exporters (TAME) grants as the mechanism for LEO clients to test the water and make appropriate export connections.

Connect suitable clients with Enterprise Ireland Export Programmes.

Objective 6: Assist client firms to transition to low carbon, climate resilient and environmentally sustainable businesses.

Organise Waterford Glas Awards.

Ensure all applications include sustainability and climate action measures, where appropriate and feasible.

Deliver the Lean and Green for Business and Energy Efficiency Grant to promote actions towards sustainable business practices.

Deliver training on Green Public Procurement with the Chambers of Commerce.

Facilitate engagement between SME sector and Waterford City and County Council on green initiatives through collaboration with the Council's Climate Change team.

Objective 7: Ensure Waterford SMEs are as competitive and productive as possible through implementation of sustainable business practices.

Rural Economic Development.

The Rural Economic Development Team is responsible for ensuring that Waterford has strong, vibrant rural communities and that its towns and villages are best positioned to take advantage of investment and funding opportunities that will ensure the sustainability and development of these communities.

Objective 1: Deliver on the national Town Centre First (TCF) program for Waterford.

Finalise and implement the TCF Plan for Portlaoigh.

Complete the TCF Plan for Ardmore and prepare funding applications to facilitate its implementation.

Commence the process of preparing TCF Plans for Dunmore East and Lismore.

Cooperate with the Council's planning section to ensure that Local Area Plans (LAPs), to be developed for Dungarvan and Tramore, incorporate TCF principles.

Deliver LEO Waterford core services, including training, mentoring, events and grant services.

Promote and facilitate client access to Microfinance Ireland services, and ensure SMEs are aware of financial products and services available on the market.

Assist clients with specific business issues via an expert advisor.

Support enterprise development and access to right supports at the right time for Waterford businesses.

Objective 8: Develop and support sustainable local business networks and clusters.

Work with Kinetic Labs to prepare strategy to develop and support regional cluster for pharma/lifesciences micros / SMEs.

Continue ICT cluster pre-development activities.

Engagement with other existing clusters including FinTech and SE Engineering.

Engage with EI and partners to support the development of the agri-food cluster as needed.

Engage with EI and partners to support the development of life-science and pharma clusters as needed.

Support the development of SMARTCITY SE and develop a strategy for commercial application of resources and enterprise development and engagement.

Objective 2: Ensure that Waterford has a cohesive, integrated approach to rural development.

Finalise a Rural Development Strategy for Waterford that will dictate WCCC's rural development priorities for the next five years. Prepare the strategy via the Planning SPC in partnership with the Planning and Community sections.

Prepare annual implementation plans and RD Team Plans which ensure the delivery of the RD Strategy and which specify actions, milestones, timelines, ownership, partners and funding streams.

Prepare regular progress reports for each of the Municipal District Councils, while reporting as appropriate to the Local Community Development Committee (LCDC).

Ensure, via formal regular meetings, cohesion with the work of other Rural Development agencies including, in particular, Waterford Leader Partnership and Waterford Area Partnership.

Objective 3: Maximise Economic Development opportunities in rural Waterford.

Identify and prioritise economic development opportunities outlined in already undertaken Opportunity Studies and identify funding streams to advance same.

Deliver further Opportunity Studies as appropriate.

Explore rural tourism opportunities and advance rural tourism projects. Collaborate with Fáilte Ireland, Visit Waterford, Waterford Leader Partnership and Munster Vales.

Actively develop and support a network of rural enterprise centres and remote working hubs.

Actively support the development and impact of Dungarvan Digital Transformation Hub.

Objective 4: Maximise investment and funding for rural Waterford.

Prepare new funding applications for the RRDF and other schemes that will be based on the Rural Development Strategy, that will be collaborative in nature and that will be plan-led and project-driven. 2024 concentration on Ardmore, Portlaw and Dungarvan.

Maximise investment from the Town & Village Renewal Scheme (TVRS) and CLÁR.

Carry-out research/ scoping exercises to explore opportunities and priority projects for funding consideration in the county's rural development zones, but concentrating in 2024 on the Comeraghs Uplands Recreation Management Plan and on the Blackwater Blueway.

Identify project development opportunities for the Gaeltacht and the Copper Coast.

Identify ad hoc funding opportunities from such as Fáilte Ireland, the EU (Interreg, Horizon Europe etc), LEADER, Climate Action, Connected Hubs, FLAG etc). In 2024, progress the already-commenced Shared Island project.

Identify projects which are most appropriately developed via inter-agency collaboration.

Objective 5: Deliver rural projects for which funding has already been approved.

Deliver projects which have received recent funding under the Rural Regeneration and Development Fund (RRDF),

specifically, Cappoquin and Dungarvan Digital Hub.

Deliver projects which have received funding under TVRS 2022-2023.

Deliver projects which have received funding under ORIS 2020-2023.

Complete the Portlaw / Dunmore East project funded under the Shared Island Fund.

Objective 6: Ensure that Waterford's smaller towns and villages as well as our broader rural areas receive appropriate developmental support.

Undertake a Recreational Management Plan for the Comeragh Mountains.

Via community consultation and existing opportunity studies, identify a pipeline of projects suitable for TVRS applications.

Prepare an action plan for the long-term development of Waterford's coastal area especially the Copper Coast.

Collaborate with Udarás na Gaeltachta and other agencies to prepare a development plan for Gaeltacht na nDéise.

In collaboration with other agencies, decide on the kind and scale of intervention that is appropriate for individual communities. Intervention to range from low-level facilitation to major RRDF funding applications.

Objective 7: Collaborate with other agencies to ensure that rural communities are provided with the supports to ensure local participation, volunteerism and leadership which will, in turn, ensure that these communities are best positioned to actively sustain and develop themselves.

As part of the development of the Rural Development Strategy and the delivery of the new Local Economic and Community Plan, create a Rural Development coordination group within the LCDC structure.

Carry out Town & Village Health Checks as appropriate.

Agree a number of SICAP priorities for rural communities.

Objective 8: Ensure that rural Waterford has an appropriate network of outdoor recreational facilities and opportunities which can add significant value to the economic and social welfare of local communities.

Ensure that Waterford's network of rural recreational trails continues to be developed and maintained to the highest standard and ensuring the greatest possible social and economic gain for Waterford's communities.

Maximise funding under the Outdoor Recreation Infrastructure Scheme (ORIS) and also investigate and pursue other funding opportunities.

Ensure ongoing development and promotion of Waterford Greenway.

Cooperate in the delivery of Greenway feasibility studies for Dungarvan to Mallow as well as the connection from Waterford Greenway to the Suir Blueway.

Heritage Tourism.

Objective 1: Care, protect and preserve the historical and architectural heritage of Waterford city and county.

Secure suitable storage space for collection.

Secure suitable office accommodation for staff.

Document, catalogue and research the artefacts to best-practice standards in partnership with Heritage Council.

Maintain Designated Museum status in partnership with National Museum of Ireland.

Maintain Museum Full Accreditation status in partnership with Heritage Council.

Objective 2: Grow sustainable visitor numbers and income to the Museums.

Work closely with Mount Congreve and Fáilte Ireland in the promotion and cross-selling of both attractions with aim of extending visitor stay.

Market and promote nationally and internationally on a B2B basis.

Participate in the TII study to look at the feasibility of a recreational cycling trail connecting Dungarvan and Youghal.

Investigate project development opportunities for the Blackwater Blueway.

Progress the recreational elements of the Cappoquin Regeneration Plan and, in particular, the Railway Loop.

Work with internal and external stakeholders to ensure ongoing planning, development, management and promotion of Waterford's recreational trails.

Collaborate with Waterford Sports Partnership and other agencies to deliver and implement a Waterford County Outdoor Recreation Strategy.

Develop tour offerings to increase visitor spend and appeal to a changing market and different segments of the market.

Capitalise on NY Times and other publicity, and recent awards and accolades to maximise visitor numbers and income.

Increase online pre-booked sales.

Objective 3: Develop new sustainable exhibitions and offerings in different formats that will appeal to local, national and international audiences.

Enhance existing exhibitions by adding in recently donated objects in partnership with Department of Tourism Arts Culture Gaeltacht Sport & Media.

Develop more offerings and resources for children and schools in partnership with Creative Waterford.

Operate new family fun worksheets in Time Museum.

Mount third Waterford International Festival of Time (September).

Mount Waterford Treasures 25th birthday 'Waterford Diaspora' conference/ festival (November) with partners Trinity College Dublin, University College Dublin and Granville Hotel.

Communications.

The Communications Strategy is pitched at a strategic level and the work of the Communications Department is guided by the senior management team and priorities can change depending on the economic, social and political environment. By communicating proactively, in a planned and co-ordinated manner, Waterford City and County Council endeavours to keep its citizens and stakeholders well informed, involved and engaged and instil a sense of pride in living, working and investing in Waterford - Ireland's Best Place to Live.

Objective 1: Promote the City & County of Waterford.

Promote Waterford City and County as the ideal location to live, work and invest in.

Continue to meet the objectives of Waterford 2040.

Promote Waterford City as Ireland's Best Place to Live.

Promote Waterford's Decarbonisation Pathway.

Promote Waterford's outstanding achievements, accolades, people, and places.

Objective 2: Promote Waterford City and County Council services. To ensure effective internal and external communications and the promotion of Council activities

Develop an effective and coherent media strategy and excellent communication procedures.

Manage proactive and reactive media engagement on behalf of all departments within Waterford City and County Council.

Enhance corporate identity.

Improve internal communications via existing digital platforms.

Collaborate with Corporate sector to deliver Mayoral speeches.

Assist departments in dissemination of information / event launches / promotion and social media campaigns.

Continue to work alongside other departments as well as other government agencies to support and promote programmes and initiatives.

Influence and provide support to ensure high-quality communications is embedded across the organisation.

Work integrally with all sectors to identify and advance strategic priorities through PR and communications initiatives.

Objective 3: Improve Customer Comms. Improve communications channels to provide information to support customer services

Distribute accurate and informative content to the media.

Respond to all media queries in a timely and informative manner.

Manage proactive and reactive media engagement on behalf of all departments within Waterford City and County Council.

Create engaging and accessible public consultation platforms.

Support government initiative of delivery of minimum of 20% of advertising / CTA as Gaelige (Actanna na dTeangacha Oifigiúla).

Objective 4: Enhance Social media Communications. To increase the use of social media and other communications tools by the Council and enhance citizen awareness and engagement.

Create content which is aligned with WCCC objectives.

Create quality social media assets in English and Irish.

Output frequent, engaging and informative communication via digital and social media platforms.

Share directorate progressions and development via digital and social media.

Explore alternative platforms to enhance reach and engagement.

ROADS, WATER AND ENVIRONMENT DIRECTORATE.

The Roads Department is responsible for the delivery of a range of roads and transport services including the development, upkeep and maintenance of Waterford's public roads, footpath and bridges network, traffic management, parking control, road safety and the management of the Council's piers, harbours and beaches.

Within the Roads Department is the recently formed Active Travel Team that who's remit includes the development and delivery of the Council's sustainable transport objectives including new walking and cycling networks, bus priority measures and safe routes to schools.

Water Services, while the Council continues to have a vital role in supporting the transition of drinking water waste services to Uisce Eireann, we retain a significant level of other water services including the protection of our natural waters area and private water supplies.

The Environment Department has a very wide-ranging remit with responsibility for the presentation of the main urban areas, parks and open spaces, playgrounds, amenity areas and burial grounds. The Department also has a strong focus on litter enforcement, waste and environmental management regulation and the management of the civic amenity sites and former landfills.

The Climate Action Team also comes under the remit of the Environment Department with responsibility for the development and delivery of the objectives of the Council's forthcoming Climate Action Plan.



Roads & Transportation Services.

Objective 1: National, Regional and Local Road Network - maintain infrastructure and sustain asset value.

Prepare and deliver the 2024 Road Works Programme for adoption by Districts.

Deliver Capital Projects schemes through detailed design, procurement, construction in line with TII budgets and requirements.

Implement and deliver the public footpath repair and upgrade plan.

Maintain bridges and carry out repairs in accordance with available funding.

Manage and deliver the Winter Maintenance Programme and upgrade the service facilities in Machinery Yard to facilitate the use of brine in line with the TII's guidelines.

Objective 2: Public Lighting -Maintain existing network to the highest possible standards through effective management of our public lighting maintenance contract.

Maintain existing network to the highest possible standards through effective management of our public lighting maintenance contract and the Deadsure system.

Delivery of the Public Lighting Energy Efficiency Programme (PLEEP) - survey work complete, design work is underway and the construction phase is due to commence this year.

Objective 3: Traffic Management & Parking - The orderly management of traffic to maximise the safety and capacity of the existing urban roads network.

Provision and control of car parking, traffic signs and traffic light maintenance.

Carry out a review of pay and display operations and services in preparation for procurement.

Promote and maximise the use of the eParking App throughout the County.

Work in conjunction with the Active Travel Team to deliver high quality walking and cycling facilities to encourage more people to switch to active travel.

Objective 4: Road Safety & Improvements – promote and educate in accordance with national policy.

Commence Speed Limit Review in line with new DTTAS guidelines/legislation.

Establish a Road Safety Committee and develop a Road Safety Strategy.

Manage and operate the School Warden Service locations.

Create awareness and promote all Road Safety Authority campaigns.

Continue to work with Schools to provide bicycle training and general road safety awareness.

Improve and promote active travel alternative modes of transport in conjunction with the Active Travel Team and Safe Routes to School Programme.

Objective 5 Piers and Harbours - operate and maintain within budget and secure national funding for improvement works.

Deliver structural improvement works as approved by the Department of Agriculture, Food and the Marine and OPW.

Review Pier/Harbour management and operations in line with the requirements of the Harbour Bye-Laws.



Active Travel.

Objective 1: Promote a modal shift from private car use to Active Travel forms of transport in Waterford City and County.

Carry out public consultations on all proposed Active Travel projects in Waterford City and County.

Inform the public through traditional and social media channels of Active Travel works undertaken in Waterford City and County.

Objective 2: Provide the infrastructure necessary to facilitate a modal shift to Active Travel forms of transport in Waterford City and County.

Fully implement the 2024 Waterford City and County Active Travel programme of works published by the National Transport Authority.

Objective 3: Encourage and facilitate children to use Active Travel forms of transport to attend school in Waterford City and County.

Fully implement the Safe Routes To School (SRTS), proposals at schools included in this programme in Waterford City and County.

Objective 4: Promote and implement Active Travel measures to help achieve the required reduction in Green House Gas emissions in Waterford City and County.

Fully implement the 2024 Active Travel programme of works published by the National Transport Authority.

Water Services.

Objective 1: Support Uisce Éireann in the provision of public drinking water and waste water services.

Provide staff and other resources to operate under the management and control of Uisce Éireann in accordance with the Master Co-operation Agreement.

Engage with Uisce Éireann in accordance with the Master Co-operation Agreement and as specified in the Support Services Agreement.

Support the transfer of those water services that remain with the Council following the transition of the management of public water services to Uisce Éireann.

Provide supports to water services staff during the transition period.

Objective 2: Administration of Group and Private Water Schemes.

Provide supports to and water quality testing of Group and Private Water Schemes in a timely and efficient manner. Provide and administer grant assistance for the provision and improvement of individual private domestic water supplies.

Objective 3: Maintain Public Conveniences.

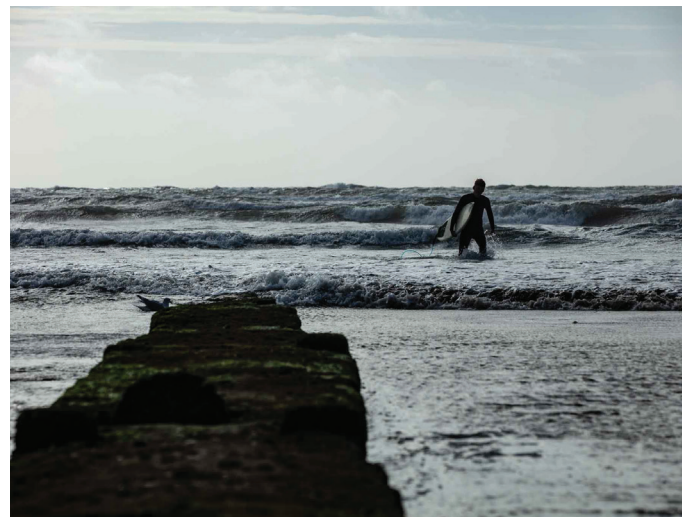
Ensure that all public toilet facilities are maintained to an acceptable standard of cleanliness and presentation.

Objective 4: Natural Water Functions, Air and Noise Pollution.

Following the transition to UE, create a new Natural Waters Team during 2024 to deliver the Council's statutory and regulatory obligations to include: Bathing water sampling / testing, investigation of water pollution incidents, farm inspections, Section 4 licences, private wastewater national inspection programme and inspections / reporting / remedial actions under the National Water Framework Directive.

Objective 5: Camping and Caravan site Licensing.

Inspection of licensed camping and caravan sites and licence administration.



Environment Department.

The Environment Department is responsible for Waste Management and Enforcement; Air and Noise Pollution; the presentation of the major urban centres of Waterford City, Tramore and Dungarvan; Climate Action; maintenance and upkeep of Cemeteries; Veterinary Services. Water Quality is managed by Water Services but is dealt with under this section.

Waste Management and Environmental Enforcement

Objective 1: Landfill Operation and Aftercare - Manage former municipal and historic landfill sites in accordance with the EPA licence conditions.

Implement work programme to ensure compliance with licence conditions for Dungarvan, Tramore and Kilbarry.

Upgrade the leachate collection system in Kilbarry.

Complete site options report for former tannery site at Portlaw.

Finalise the Certificate of Authorisations with the EPA for the historic landfills at Lismore and Portlaw.

Objective 2: Recovery and Recycling Facilities - Operate and maintain Civic Amenity and Bring Bank Network.

Review operation of Civic Amenity Sites at Dungarvan and Kilbarry in line with the objectives of the new National Waste Management Plan for a Circular Economy.

Review the range of acceptable materials at bring banks.

Seek opportunities for new sites for bring centres.

Monitor implementation of Deposit and Return Scheme to ensure facilities are in place where required.

Objective 3: Waste Collection Services - Manage internal waste arisings from offices, depots, litter, street cleaning, parks, open spaces, housing, roads, fly-tipping and clean-ups.

Continue to ensure all internal waste is collected, segregated as appropriate and disposed of correctly.

Objective 4: Litter Management - Provide a litter control service and ensure greater compliance and increase awareness of best environmental practice and fulfil statutory obligations regarding inspections.

Respond to and act on public complaints about litter and illegal dumping.

Waste Management and Environmental Enforcement.

Improve on IBAL and Tidy Towns results.

Adoption of Litter Prevention Bye-laws.

Objective 5: Environmental Awareness - Provide a public education and awareness service to promote best environmental practice, increase awareness of and compliance with environmental law.

Engage with local communities, schools and business on environmental programmes including Green Schools programme, Anti-litter and anti-graffiti grants scheme, National Tree Week, Spring Clean, Blue Flag Beaches, Stop Food Waste, Home Composting, Green Dog Walker Scheme, Gum Litter Awareness Campaign, Waste Prevention & Re-use

Engage with Regional Waste Planning Office waste reduction and litter prevention initiatives

Objective 6: Waste Regulations, Monitoring and Enforcement - Ensure compliance with EU Directives and National Regulations on Waste. Licensing and inspection of permitted waste facilities.

Submit RMCEI Plan and 2023 reporting by February 2024.

Implement anti-illegal dumping initiatives and anti-dog fouling initiatives including the roll out of local community initiatives.

Engage with Waste Enforcement Regional Lead Authority and Multi-Agency Co-operation / Enforcement Meetings.

Focus resource on the national waste priorities for 2024.

Complaints Investigation – respond to and action waste and related complaints received from the public.

Objective 7: Waste Management Planning – Adoption of the 'National Waste Management Plan for A Circular Economy'.

Work with the Regional Waste Planning Office on the adoption of the new National Waste Management Plan for a Circular Economy.

Identify and prioritise relevant objectives for implementation in conjunction with the Regional Waste Planning Office.

Objective 8: Water Quality, Air and Noise Pollution - To protect Public Health and to improve and maintain water and air quality, and provide a service to deal with noise pollution complaints.

Monitor results from EPA Ambient Air Monitoring Programme.

Provide Compliance assistance and enforcement for the new Solid Fuel Regulations, including the testing of fuels.

Ongoing enforcement of solvents, deco-paints and petroleum vapours Regulations.

Parks & Open Spaces

Objective 1 : Presentation of Major Urban Centres - Ensuring best in class presentation of our urban centres and the county as a whole.

Develop a Tree Management Strategy.

Deploy the Green Flag award scheme to assist in achieving a recognised quality standard.

Use greening and biodiversity to improve the quality of our public realm.

Manage our parks, open spaces and cemeteries as a connected network of green infrastructure that provides a network of habitats.

Objective 2: Ensure that all public areas, parks, open spaces, amenities and playgrounds are presented to the best possible standard.

Develop a Parks Strategy, to incorporate planning, design and management of improvement projects.

Implement a structured Tree Management and Tree Planting programme.

Prioritise the protection of habitats for threatened species and for protection of habitats in our parks.

Extend and redevelop the existing Skate Park on Tramore Promenade.

Complete refurbishment of the fountain in Peoples Park.

Develop programme for the installation of lighting in the Peoples Park.

Complete landscaping at Fairlane Park, Dungarvan.

Design and install Play Space at Kilcaragh Park.

Develop a multi-annual programme for the refurbishment of our older public playgrounds.

Objective 3: Ensured continued successful operation of Dungarvan Presentation CE Scheme.

Submit 3-year application for Dungarvan Presentation CE Scheme.

Climate Action

Objective 1: Delivery of Climate Action plan to cover the period 2024-2029.

Finalise the Council's Climate Action Plan for adoption by Council in Qtr 1.

Publication of Climate Action Plan and adoption across all Council Operations.

Support other departments to take Climate Action.

Training and adoption scheme across Council.

Develop and implement Communications plan for Climate Action Plan.

Delivery of Rates incentive Scheme.

Support the council roadmap to carbon neutrality in Waterford City.

Objective 2: Deliver the Reduce Your Use programme across all council departments.

Data collection for buildings and accurate readings. Installation of Smart Meters.

Staff engagement programme on energy saving – data sharing and updates.

Delivery of energy saving projects in council buildings.

SMART meter installation monitoring.

Objective 3: Management of the Community Climate Action Fund.

GAA Sustainable Energy Communities Collaboration Process expressions of interest.

Processing of Expressions of Interest and allocation of funding.

Assisting communities in delivery of projects.

Bridge funding for Sustainable Energy Communities Energy Master Plans.

Objective 4: Removal of fossil fuel heating systems from council buildings.

Tendering and implementation of 2024 programmes

Objective 5: Integrate Electric Vehicles into Council fleet, delivery of EV charging strategy and trial of HVO.

Procurement of Electric Vans.

Improve EV charging infrastructure in Depots.

Engage with third parties in the roll out of Public Charging Units.

Objective 6: Energy efficiency improvements of Council buildings.

Leading a Better Energy Community grant application.

Ensure that all Council buildings have energy audits and Display Energy Certificates in place.

Engage with the SEAI and the South East Pathfinder to deliver energy upgrades to the principle Council buildings programme to deliver.

Developing an Energy Service Contract for Splashworld and overseeing energy efficiency works.

Objective 7: Public Lighting Energy Efficiency Programme.

Commence retrofitting programme.

Ongoing programme and assessment of lighting needs.

Cemeteries

Objective 1 : Provide and operate cemeteries - Operate and maintain the cemeteries to a high standard with respect to presentation, record management and customer care.

Carry out improvement works at St. Otteran's.

Veterinary Services

Objective 1 : Provision of a Dog Warden Service, Dog Pound and Horse Control Service.

Provide Dog Warden Service

Operate and maintain the Dog Pound

Carry out improvement works at the Dog Pound

Administer the Dog Licensing System

Inspect and licence Dog Breeding Establishments

Provide a horse control service to deal with stray horses



HOUSING, COMMUNITY & EMERGENCY SERVICES DIRECTORATE.

The Housing Department of Waterford City & County Council is responsible for processing all housing applications, including transfers, housing grant applications, allocation of properties, RAS/Leasing, HAP, housing supply, maintenance of stock and refurbishment programmes and energy initiatives.

Tenant purchase and loan applications, homeless service provision and welfare referrals are accessed through the housing section and appropriate referrals made to other relevant agencies. Rents and debt management are also featured under this remit of service provision.

Community and Sport is a department that aims to help communities in Waterford City and County become vibrant and safe with an excellent quality of life and a sustainable, healthier future. These strong communities are important in developing Waterford into the future.

The department delivers on its objectives using a Community Plan for Waterford. This plan forms a critical element of a 6-year Local Economic and Community Plan for Waterford.

Waterford Fire Service maintains round the clock emergency cover to protect life and property. The Fire Service covers the administrative areas of Waterford City & County Council.

Waterford City & County Council, as the building control authority for Waterford, is responsible for the enforcement of the Building Control Acts 1990 and 2007 and Regulations made under those Acts. The building control system applies to the design and construction of new buildings, extensions and material alterations to, and certain changes of use of, existing buildings. The Building Control section promotes good practice in the design and construction of buildings and we do this by visiting and inspecting building sites.



Housing Services.

Housing Services work to provide every household in Waterford City and County the opportunity to have safe, affordable, suitable and good quality accommodation available in a tenure which meets their needs, in as far as is possible. Housing services is working to deliver social and affordable homes in Waterford and has ambitious delivery targets across all areas of housing delivery and schemes including RAS, HAP, Approved Housing Bodies (AHB's), Repair and Lease (RLS), Part V and new social housing units.

Objective 1 – Supporting home ownership and increased affordability.

To ensure the delivery of Affordable and Cost Rental housing for purchase or rent directly by the housing delivery team and in co-operation with AHBs and the LDA.

To expand Part V requirements from 10% to 20% and to apply requirements to affordable as well as social housing.

To implement the new Local Authority Home Loan scheme and operate the scheme in tandem with the existing Rebuilding Ireland Home Loan Scheme.

Objective 2 – Eradicating homelessness, increased social housing delivery and supporting social inclusion.

Work to prevent and eliminate the need for homelessness and implement the actions as outlined in the "Housing First" national implementation plan.

Support the delivery of additional housing units through the Housing Capital Programme, Repair and Leasing Scheme, RAS and HAP and cooperation with AHBs.

Promote and enhance Estate Management while implementing a robust system of tenancy management.

Ensure adequate provision for people with special needs including disability needs and older persons.

Deliver on the objectives of the National Housing Strategy for Disabled People 2022 – 2027 and ensure effective delivery through the local Housing Disability Steering Group.

Deliver on the housing related objectives in the Age Friendly Strategy through the Home Environment subcommittee and continued liaison with the work of the Housing Technical Advisor.

Deliver on objectives of the Traveller Accommodation Programme.

Continue to maintain or improve on 2023 homeless prevention levels and ensure delivery of targets as identified in the "Housing First" national implementation plan.

Engage with all existing residents' groups in social housing estates and promote new residents' groups.

Address all complaints of anti-social behaviour through pro-active tenancy management and in line with the Anti-Social Behaviour Policy.

Maximise the use of Housing Grants schemes to ensure meeting greatest needs by prioritising applications in accordance with priority scheme.

Work closely with other agencies on all issues related to Traveller Accommodation.

Provide a robust and effective Assessment of Housing Need service.

Provide an effective and efficient Housing Allocations process.

Ensure high levels of Rent collection; proactively monitor and manage arrears.

Objective 3 – Increased new social housing supply.

Implement the targets as outlined in the 2022 Housing Delivery Action plan which details the output for social and affordable housing across Waterford City and County across all delivery channels.

Delivery of WCCC social housing capital projects and work with AHB's to bring forward other capital projects.

Continued implementation of Repair & Lease and Buy & Renew schemes to deliver social housing and to address long-term vacancy across city and county.

Implementation of new affordable housing scheme and target projects for delivery.

Objective 4 – Addressing vacancy and use of existing stock.

Ensure high standard of safety and consistent acceptable quality in our housing stock through a planned maintenance programme to meet standards required.

Implementation of the Council's Climate Action Plan.

Enforcement and compliance of the Housing (Standards) Regulations for rented accommodation.

Progress improvement works to existing LA housing stock on a planned phased basis.

Minimise response times/completion times to maintenance requests.

Minimise turnaround time for re occupancy.

Implementation of the Energy Efficiency Retrofitting Programme to improve the energy performance of LA housing stock to benefit those at risk of fuel poverty and improve the health and comfort of the occupants.

Enforcement and compliance of the Housing (Standards) Regulations for rented accommodation.



Community & Sport Services.

Community

Objective 1: To empower Waterford citizens to have a say and participate in safe and inclusive communities and access services and supports that make a positive difference in their lives.

Support the implementation of the Local Economic and Community Plan 2023 - 2029.

Support the Public Participation Network in enhancing communications, community participation and capacity building.

Support the implementation of the Local Safety Plan for Waterford through the Local Community Safety Partnership.

Promote and support other community initiatives and schemes e.g. Age Friendly, Migrant Integration, Youth and Sport.

Ensure the Guide for Inclusive Community Engagement in Local Planning & Decision Making is used for local consultation and engagement processes with marginalised groups.

Objective 2: Ensure the most disadvantaged areas in our communities are targeted under appropriate social inclusion, community participation and development through training, awareness, community grants and awards in collaboration with the Local Community Development Committee, Public Participation Network and Social Inclusion and Community Activation Programme.

Support the LCDC with the implementation of the Migrant Integration Strategy.

Support the LCDC in providing supports to our more marginalised communities through implementation of the Social Inclusion and Community Activation Programme.

Communication of and support in accessing national and local grants and funds.

Support the LCDC in its role of providing LEADER grant assistance for social inclusion projects.

Continue to lead and co-ordinate the Ukrainian community response in Waterford.

Health & Sport

Objective 1: Support and empower Waterford Citizens to improve their physical and mental health and wellbeing.

Support the work of the Waterford Sports Partnership in programme delivery for all.

Develop a Sports Plan for Waterford in collaboration with Waterford Sports Partnership and key stakeholders.

Support the LCDC in implementing the actions under the Well Waterford Strategy and the Sláintecare Healthy Communities programmes.

Support the development of sports facilities and promote the use of Council run sports facilities.

Emergency Services.

Building Control Services

Objective 1: Provide advice when requested, process all applications within timeframe and conduct required inspections.

Maintain resources.

Maintain management system.

Maintain inspection programme.

Civil Defence Service

Objective 1: Maximise level of support available to community-based events and provide capacity for immediate response to calls for support from other principal response agencies.

Attract new volunteers.

Practice and effect support.

Conduct regular training and exercises.

Participate in regional training exercises.

Maintain close network cooperation between units.

Maintain operational contact with other agencies.

Continuation and adjustment of response to displaced persons crisis.

Major Emergency Management

Objective 1: Test inter agency emergency response, to train key roles in emergency response and improve communication links between on site and off-site groups.

Review and improve Local Co-ordination Centre equipment and facilities.

Programme training for key roles.

Participate in regional training exercise.

Fire Service

Objective 1: Maintain and improve facilities and equipment, maintain fire-service response capacity and provide most appropriate training.

Commence Kilmacthomas Fire Station development.

Implement agreed recruitment and retention initiatives.

Continuous review of training needs.

Fire Safety

Objective 1: Increase awareness of fire prevention, inspect premises on a risk based approach and fulfill obligations for provision of licensing and development control systems.

Expand Community Fire Safety Initiatives.

Make contributions on all media platforms when appropriate.

Continue risk based inspection programmes.

Maintain systems to process applications effectively.



FINANCE DIRECTORATE.

The Finance Department of Waterford City & County Council manages the financial resources of the Council. We manage, control and record all income and expenditure. We also arrange borrowing and leases and control the investment of funds. It is responsible for the following;

- Accounts Payable, Procurement, Accounts Receivable, Financial Accounting & Systems, Insurance, Internal Audit
- Identification and collection of all Commercial Rates due to the Council
- Maximise Collections & recovery of Loans due to Council and & timely reporting to Central Credit Register

The Finance Department also has responsibility in the area of preparing financial documents, budgets and statements.



Finance.

Finance Department is comprised of sub-sections including Financial & Management Accounting, Accounting & Systems, Accounts payable, Accounts receivable, Internal Audit, and includes the procurement and Insurance activities within its structure. Finance department is responsible for the management of the budgetary process, the production of the Annual Financial Statements, the preparation of many Departmental returns, the payment to suppliers in a controlled and timely manner, collection of receivables due to the council, drives enhanced controls and reporting across the organisation, is engaged in Ad hoc analysis and budgetary control with sections and promotes good and compliant procurement practice.

Account payable & Purchase to pay cycle

Objective 1: Prompt payment of suppliers in accordance with Council payment policy, while ensuring controls & approvals are maintained to highest standard.

Prompt payment of suppliers in accordance with Council payment policy.

Minimize & control redundant Master & Operational data through regular reviews and systematic controls.

Implementation of Enhanced Reporting Requirements and further Revenue requirements as they arise.

Effective administration and management of Liability Claims and Council Insurance Policies.

Accounts receivable

Objective 1: Continued drive to maintain or increase collection rates across all other income streams within remit of Finance.

Maximise Income & Collections across all income streams.

Strengthening miscellaneous Debtors department through on-going training & by monitoring performance via regular reporting mechanisms.

Rates: Maintain high levels collection rates achieved in recent years.

Completion of project to systematically identify new rateable premises.

Drive ss as provided through MARP process.

Find further improvements through broadening MARP options which are hoped to be achieved through the membership & Chairmanship of the National Loans Management Group.

Continued co-operation with Environment section to drive Climate action agenda by incentivising Rate payers.

System Development

Objective 1: Continue on-going improvements to our systems & controls.

Further development & enhancement of the Purchase to Pay system & possible implementation of a contract module

Enhanced Capital reporting to be developed which will assist with the management of our ambitious 22'-26' Capital Development plan

Adoption of new reporting interface tool between LVPC providers and Financial system. (Enhanced analysis)

Accounting & Treasury

Objective 1: Produce Budget, AFS, & other Monthly / Quarterly reporting requirements in a timely and accurate manner.

Preparation of statutory reports including Annual Finance Statements and Budget on a timely basis

Preparation of monthly reporting requirements and adherence to DHPLG's quarterly reporting requirements

Preparation of ad-hoc reports for various governmental bodies, Council, and other external bodies

Plan and monitor Council's cash flow & Monitor and manage 2023 budget allocations for revenue and capital

Support the work of the Audit Committee

Monitor & report of 23'-26' Capital Development plan

Procurement

Objective 1: Drive enhanced compliance across the Organisation.

Drive to enhance procurement compliance and practices across operational functions.

Manage the continued implementation of the Corporate procurement Plan 2022-2025.

Review Corporate procurement Plan (year End 2023) and Update areas that have changed in 2023.

Implement policy on Evaluation, GPP

Manage the implementation of Green Public Procurement (GPP)

Implement GPP policy in new tenders.

Provide training on GPP in tendering.

Manage reporting to ensure compliance on GPP.

Continue with implementation of eTenders Platform.

Continue the implementation of eTenders.

Implement requirements for archiving old eTenders platform.

Provide updated training on eTenders, GPP and Purchase to Pay.

Work with IS to create content for LMS.

Continue updated training on eTenders Platform.

Implement requirements for archiving old eTenders platform.

Implementation digital strategy for procurement documents and compliance.

Continue the work on CE Orders.

Implementation of eSignature for Contracts

Restructuring of the procurement Portal into the Cloud on 365



PLANNING, CORPORATE, CULTURE, HR AND IS DIRECTORATE.

The Corporate Services department of Waterford City & County Council is responsible for:

- The successful operation of meetings of the City and County Council and SPCs.
- Organisation of civic and mayoral receptions
- Customer Services and Motor Tax
- The Draft Register of Electors, and the edited version of the Register of Electors
- Ongoing implementation of the Irish Language Scheme
- Protected Disclosures
- Health and Safety
- Archives and Record Management
- Facilities Management
- Oifigeach Gaeilge

Waterford has a rich vibrant culture and heritage and Waterford City and County Cultural Services support and share aspects of this rich resource. Our Archives, Arts, Conservation, Heritage, Oifigeach Gaeilge and Library Services work together and with local communities and organisations to support and promote our heritage and culture and to share this resource with locals and visitors alike.

The Human Resources Department deals with all aspects of Waterford City & County Council's human resource needs including:

- Human Resource Strategy
- Workforce Planning
- Recruitment and Selection
- Payroll and Superannuation
- Employee Training and Development
- Performance Management
- Leadership Development
- Equality & Diversity Management
- Work-Life Balance
- Industrial Relations & Employee Health
- Safety and Welfare
- Health and Wellbeing

The purpose of the Planning Section is to provide for the proper planning and sustainable development of the county, to promote and facilitate the development of sustainable communities and enterprise, and to ensure the protection of the natural and built heritage and amenity of the county.



Strategic Planning and Development.

The Planning Department seeks to ensure that Waterford City and County Council take a proactive approach towards development that promotes and facilitates appropriate and sustainable development, that:

- Ensures the sustainable use of natural resources.
- Enables us to live within the area's environmental capacity.
- Enables and enhances our resilience to climate change; and,
- Creates a more open, diverse and inclusive society.

Forward Planning

Objective 1: Continue to provide a clear vision for the future of Waterford City and County by putting policies and objectives in place to promote, regulate and manage development in the interest of our communities, economy and our environment.

Implement and monitor the Waterford City and County Development Plan 2022-2028 including a two-year Development Plan Review Report. Annual Development Plan Monitoring Report for the OPR.

Progress the development of Local Area Plans for Dungarvan and Tramore.

Rural Strategy in conjunction with Rural Economic Development and input into Input into Town Centre First Plans.

In collaboration with the Southern Regional Assembly, Kilkenny County Council, State and other agencies/ stakeholders implement the priorities and objectives of the Waterford MASP to support the critical mass required for Waterford City to function as a regional city of scale in support of the broader South-East region.

Engage proactively with the Department of the Environment, Heritage and Local Government and the OPR in the development of national planning policies and guidelines. Support the DHLGH in delivery of national programs such as RZLT and other as required.

Complete Joint Retail Strategy in conjunction with Kilkenny Co. Co. in line with the objectives of the RSES.

Input into National Planning Framework (NPF) Review. Input into National Development Plan (NDP) Review. Input into URDF Plans and Programmes.

Develop the principal concepts in City South-West Neighbourhood Design Framework.

Commence formulation of a Strategic Framework Plan for Neighbourhood Two at Gracedieu.

Commence preparation of an urban design framework for South Quays, Waterford City.

Development Planning

Objective 1: Provide an accessible and efficient Development Management Service which proactively supports economic growth.

Ensure the efficient, consistent and transparent processing of all planning applications within statutory timeframes including dealing efficiently and effectively with all Pre-Planning Requests to sustain the current 2 week timeframe.

Continue the ongoing debt management policy for Development Contributions.

Licensing of large outdoor events such as concerts and festivals.

Assessment of Local Authority's own development proposals (Part VIII Planning Process) in accordance with proper planning and sustainable development.

Planning Enforcement

Objective 1: Strengthen enforcement structures to underpin the enforcement role in the Planning system to ensure compliance with planning legislation, conditions of planning permission and the policies and objectives of Waterford City and County Council.

Monitor development to ensure compliance with planning permission.

Timely investigation of all complaints of potential unauthorised development and take appropriate enforcement action where there is a clear case of unauthorised development.

Ensure that the taking-in-charge (TIC) of residential estates proceed in an efficient and timely manner.

Continued regulation of short-term letting of residential properties and associated enforcement.

Heritage and Conservation

Objective 1: Promote best practice for natural and built heritage through planning policy, development management and enforcement, awareness and training initiatives and event programming.

Prepare new Heritage and Biodiversity Plan.

Administer the Built Heritage Investment Scheme (BHIS), CC Historic Structures Fund (HSF), Community Monuments Fund, Local Biodiversity Action Plan Fund and City and County Heritage Plan Fund.

Provide a conservation and heritage advisory service both within the local authority and to the wider community on heritage projects, strategic plans, funding and legislation.

Develop and deliver programme of events for the promotion of heritage and conservation e.g. Biodiversity Week, Heritage Week and Behind Closed Doors.

Provide heritage and conservation input to regional and national policy and training initiatives.

Implement the City Walls Interpretation Strategy.

Provide guidance and input on heritage and conservation into the Development Management process.

Dereliction, Vacancy & Active Land Management

Objective 1: Active land and site management to ensure the development potential of strategic sites and address vacancy and dereliction throughout the City and County.

Management and implementation of URDF Call 3 funding and associated cross-departmental working group.

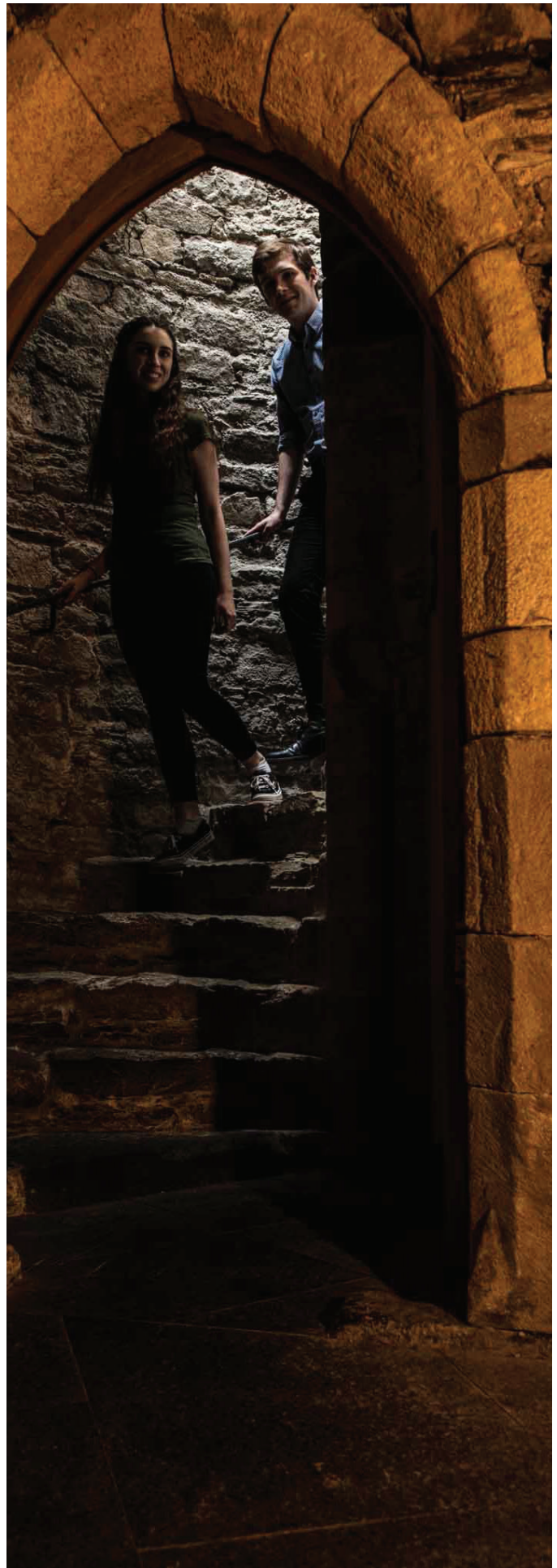
Assessment of key brownfield sites.

Continue the ongoing TIC bond management for historic estates.

Proactively address dereliction and vacancy whilst continuing to build on the progress achieved in 2023 with Derelict Sites throughout the city and county.

Maintain an up-to-date register of Vacant and Derelict Sites and collection of levies.

Support the Serviced Sites Initiative (Smaller Towns and Villages).



Corporate Services.

Corporate Services provides ongoing support to the Council's Elected Members, Management Team and the Office of the Mayor. The section organises and services meetings of the Council including the Plenary Council, the three District meetings, Metropolitan, Dungarvan Lismore and Comeragh and supports the mandate of the elected members. Other services provided include: the production and maintenance of the Register of Electors, organisation of Mayoral and Civic Receptions, Corporate Procurement, and Building Management.

Service to Elected Members

Objective 1: Provide and efficient and professional secretariat to the Council.

Provision of advice, information, and guidance to the elected members.

Ensure timely publication on the Council's website of the agenda and agreed minutes of all council meetings.

Provide the Chief Executive's report to members monthly, outlining information and reports on key council activities.

Support roll out of the 2024 Training and Development Plan to all elected members.

Ensure support to elected members for the Local Representative Allowance and Security Allowance.

Provide support to the elected members in use of the councillor CRM system.

Maintain the office of the Mayor and provide administrative support to the Mayors and Cathaoirleachs.

Manage the establishment of the new Council 2024 – 2029 and provide training to the newly elected councillors

Collate elected members Declarations

Franchise and Elections

Objective 1: Ensure compliance with new Electoral Reform Act.

Ensure compliance with the Electoral Registration Modernisation Programme and new Electoral Reform Act.

Ensure ongoing maintenance of the new Rolling Register and develop.

Prepare for the Referendum March 2024.

Prepare for the Local Elections June 2024.

Corporate Governance

Objective 1: Ensure compliance with all statutory requirements assigned to Corporate Services.

Ensure corporate transparency and provision of accurate information on the website.

Review corporate procurement requirements for 2024.

Ensure responses to Freedom of Information requests in a timely manner.

Adhere to statutory requirements and best practices in Corporate Governance, meet the objectives as set out in the Local Government Act 2001 in preparation for the required plans and reports.

Undertake review of 2019 – 2024 Corporate Plan and prepare and produce new Corporate Plan for 2024 – 2029.

Comply with the Irish Language legislation and encourage the use of Irish throughout the organisation.

Facilities Management

Objective 1: Ensure maintenance of corporate buildings.

Ensure necessary regulatory and health and safety checks are carried out on a limited number of buildings, in line with available staff resources, workload and priorities.

Develop a programme of works for 2024 for building upgrades and preventative maintenance.

Develop a programme of Capital works for 2024.

Implement asset management procedures for all corporate buildings.

Customer Services and Motor Tax Office.

Corporate Services provides ongoing support to the Council's Elected Members, Management Team and the Office of the Mayor. The section organises and services meetings of the Council such as the Plenary Council and the three District meetings, Metropolitan, Dungarvan Lismore and Comeragh and supports the mandate of the elected members. Other services provided include: the production and maintenance of the Register of Electors, organisation of Mayoral and Civic Receptions, Corporate procurement, and Building Management.

Objective 1: Customer Services & Motor Tax.

We provide a direct access customer services 09.30 to 16.00 Monday to Friday customer services continue to provide friendly and efficient frontline services. Access to services is continued 24/7 through our out of hours telephone contact as well through as contact email.

Motor Tax and service payments are processed to meet all legislative and financial monitoring requirements.

Access to all business units is facilitated and increasingly staff are triaging customer requests in order to more efficiently and speedily deliver outcomes.

Continuous improvement and customer satisfaction are inherent values which we strive to achieve through timely addressing of any complaints, training and supporting of staff.

Consistency of service is achieved through implementation of policies and procedures across services which are regularly reviewed.

Staff training and development, on council services and in person customer services is prioritised and being further developed through regular refresher courses and up-dating of policies and procedures in order to ensure that staff can preform duties to highest standard.

The findings and recommendations of the Local Government Motor Tax audit 2023 will be implemented across both Motor Tax Offices.

Objective 2: Telecommunications.

Maintenance of a functioning fixed line and mobile phone network available to the organisation, to ensure effectiveness and viability into the future.

Following competitive tendering a new mobile phone contract was entered into in 2023 to include mobile phones, data devices and telemetry. The Council mobile and telemetry services will continue to be transferred to new provider with a view to complete transfer by end 2024.

Implement current policies and procedures to ensure best practice, reviewing same where necessary.

Objective 3: Freedom of Information and Data Protection.

Ensure compliance with the provisions of Freedom of Information (FOI), Data Protection (DP) legislation and General Data Protection Regulations (GDPR).

Customer Services manage the FOI process from enquiry to decision, individual business units decide and issue information within FOI legislation. Refresher Decision Maker Training will be provided in 2024. Pursue technical IS programmes in order to track and ensure timely and accurate responses to FOI requests.

Ensure all practices and procedures adopted by WCCC continue to be compliant with DP legislation and GDPR. Develop DP business unit champion structure in order to develop a DP awareness campaign across the organisation.

Participate in review of WCCC website to further accurate open data.

Objective 4: Accessibility.

Ensure compliance with the provisions of Disability Act 2005 and ensure that all practices, policies and procedures adopted by WCCC continue to be compliant and adopt best practice.

Integrate disability access to information provision, whether written, oral or via website.



Oifigeach Gaeilge.

Oifigeach Gaeilge role is to Promote and develop the use of the Irish language, both within the Council and in the community, to Support the implementation of the Council's Scéim Teanga 2022-2025. To offer Irish language training opportunities and support to staff & Councillors and Support the implementation of Language.

Oifigeach Gaeilge plan initiatives in the Gaeltacht & Dungarvan as a Gaeltacht Service Town and Organise and deliver events, activities and schemes that promote the Irish language in the public sphere.

Objective 1: Corporate Service Provision.

Compliance - Ensure and support compliance with Irish language legislation (particularly new provisions under the Official Languages Act, 2021) and the Council's Irish Language Scheme, particularly through the Customer Service Desks.

Complaints Management – liaise with Language Commissioners Office, relevant staff and the public as necessary.

Awareness - Ongoing liaison with staff (particularly Section Heads and nominated 'Irish Language Officers') in relation to legal obligations.

Language Skills - Continue to facilitate staff and Councillors to attend online Irish Language Classes to ensure up-skilling.

Planning issues in the Gaeltacht – Advise and support the Planning executive in the development and implementation of planning policies in the Gaeltacht; through the drafting of the Development Plan; the implementation of linguistic planning conditions; through the inter-departmental Working Group on Gaeltacht Planning matters etc.

Objective 2: Promotion & Community Support.

Festivals & Events – Encourage, organise, and support Irish language events and activities, including during Seachtain na Gaeilge & Heritage Week and for other Festivals such as Tionól Nioclás Tóibín, John Dwyer Trad Weekend and the Imagine Festival.

Language Planning – Continue to work as a member of the Dún Garbhán le Gaeilge steering committee towards the implementation of the Language Plan for Dungarvan as a Gaeltacht Service Town.

Cultural Group/Creative Ireland – Continue to work on projects and events for commemorative celebrations and as part of the Creative Ireland programme of events and activities.

Gaeltacht Scholarships – Organise and administer Gaeltacht Scholarships for Waterford teenagers to attend a summer course at Coláiste na Rinne, An Rinn.

Objective 3: An Gaeltacht.

Comhlucht Forbartha na nDéise – Continue to function as Secretary of the Board of the Gaeltacht community development company, which includes administrative support for the implementation of the Language Planning process in Gaeltacht na nDéise and the provision of affordable housing for local Irish speakers.

Daonscoil na Mumhan – continue as committee member of the Irish summer school, which takes place in Coláiste na Rinne, An Rinn in August.

Provide advice and support to other Gaeltacht community groups, where applicable.



Archives and Records Management.

Archives

Objective 1: Protect and preserve the archives of Waterford City and County.

Monitor and improve storage conditions in Archives Stores.

Investigate storage solutions for Archives.

Implement conservation programme for archives.

Objective 2: Improve Public Access to Archives.

Answer public queries in a timely manner.

Facilitate researchers access to archives by appointment.

Provide talks and contribute to community events & engage through website and social media.

Objective 3: Improve Public Access to Archives.

Continue to collaborate with Library Service on a digitisation programme.

Improve online access to photographic collections.

Contribute further collections to the Digital Repository of Ireland www.dri.ie and Europeana to broaden access to Waterford's archive collections.

Develop further online exhibitions and resources.

Objective 4: Improve Educational Resources for Schools.

Continue to work with Oifigeach Gaeilge and Coiste.

Logainmneacha on Placenames Project with schools and further records to online map

Contribute to blog and "Document in Focus" on Irish Archives

Objective 5: Develop Oral History Collection Diverse Waterford.

Continue collaboration with Library Service and Creative Waterford on the provision of oral history in Waterford.

Add additional snippets of recordings to the online collection.

Support community groups in Waterford in collecting Oral History.

Objective 6: Collaborate and contribute to events programmes in Waterford.

Contribute to Creative Waterford programme of events.

Contribute to Seachtain na Gaeilge, Heritage Week, Archives Awareness and Bealtaine events.

Records Management

Objective 1: Maintain Secure storage for non-current records.

Continue work to re-organise and improve storage capacity in Records Centre.

Collaborate with Information Systems Team to develop secure long term storage for electronic records.

Objective 2: Implement Records Management Policy.

Work with staff to implement the updated National Retention Policy for Local Authority Records.

Ensure records are transferred to the Records Centre in a timely manner.

Work with staff an Information Systems to update file structures for transfer to updates online systems.

Objective 3: Develop Electronic Records Strategy.

Work with staff to identify and sign off records due for destruction.

Manage the collection and secure shredding procedures with authorised contractor.

Objective 4: Develop Electronic Records Strategy.

Continue to work with the Digital Repository of Ireland on Guidelines for Electronic Recordkeeping.

Work with Information Systems Team to develop and implement records management procedures for electronic records and systems.

Objective 5: Support Waterford City and County Council in meeting its legal and administrative obligations.

Provide records requested from the Records Centre to staff in a timely manner.

Ensure records are properly documented throughout their lifecycle.

Continue to work with the LGMA on updating the National Retention Policy for LA Records.

Cultural Services Department.

Library Service

Objective 1: To offer everyone in Waterford access to a library service that supports the development of reading, learning, culture, and society as a whole.

To publish a new Library Development Plan for Waterford Libraries under LGMA Guidelines by Q2 2024.

Open and launch Tramore Library as an MOL by Q1 2024.

Pursue all opportunities for capital funding developments for library service.

Objective 2: To continue to enhance, improve and develop library buildings and stock and resource local libraries as focus points of the community.

Use every opportunity to promote Library membership and services to all members of society County wide.

Continue to provide an up-to-date and relevant library stock.

Complete refurbishment of Central Library.

Ensure the highest possible standards in the delivery and operation of library spaces and services.

Continue with our projected energy upgrades for all library buildings and refurbishment programme to ensure that our branches are fit for purpose and attractive and welcoming spaces for all.

Objective 3: To deliver high quality online services including events, learning opportunities and book services.

Continue to develop digital services throughout the branch network.

Develop, create, provide and promote free access to online services including: events, eLearning, ebooks, emagazines and access to Waterford's high quality, local history digital collection via website and social media platforms.

Objective 4: To deliver the actions outlined in the new National Public Library Strategy.

Implement the objectives of the national strategy and the local library development plan through a robust series of programmes and activities under the various elements of the Skills for Life Programme including: Right to Read, Healthy Ireland, etc.

Continue to develop strong partnerships with all sections of the community through national events and activities such as Climate Action, Creative Ireland, Cruinniu na nÓg, Bealtaine, Summer Stars, Childrens' Book Festival, Heritage Week, Seachtain na Gaeilge, ATN, Towers and Tales Europe Direct, etc.

Continue to sustain strong partnerships with Council Departments to work together to make Waterford the best possible place for all it's people e.g. Arts Office, WCQ, Archives, Sports Partnership, Community and Climate Action Team.

Continue to prioritise communication and branding and build on the current successful programme of marketing of the library service by using a range of platforms, including: website, media, social media and events. Continue to engage with the national marketing campaign, and to utilise opportunities for promotion online and in the media.

Objective 5: To adapt to changing developments and new technologies and provide relevant services to all.

Use our unique place in our communities to collaborate on projects in raising awareness of Climate Change and the Sustainable Development Goals including working regionally to develop the Libraries as Community Energy Hubs.

Collaborate with other agencies to support access to digital devices to address the digital divide.

Implement new technologies in Library Branches as they become available including expansion of the My Open Library network as funding allows.

Objective 6: Provide and develop inclusive services in our branches

Continue to work as one of the 7 new generation Irish Europe Direct network and information and communication points providing timely and factual information on European matters.

Continue to develop and add content to the Diverse Waterford Oral History website and Community History project.

Work in partnership with service providers to provide ICT learning opportunities to a range of user groups (including library staff) to enable up skilling in ICT.

Continue to develop the Age Friendly Library Service now that all branches are designated as Age Friendly.

Continue to develop learning support services in branches e.g. sensory toys, literacy and dyslexia materials library staff) to enable up skilling in ICT.

Continue to develop the Age Friendly Library Service now that all branches are designated as Age Friendly.

Continue to develop learning support services in branches e.g. sensory toys, literacy and dyslexia materials

Waterford Cultural Quarter

Objective 1: Implement the objectives and actions of "Waterford Cultural Quarter Strategic Plan 2021-2025".

Support and co-fund ongoing development of WCQ Place; Community and Cultural Hub in partnership with Waterford Integration Services as a community space.

Investigate increasing the WCQ Crafts Market to allow for larger scale market for the 2024 season.

Implement the actions and recommendations following on from the Green Deal SEAI funded Energy Master Plan of WCQ.

Examine possibilities for inclusive community engagement beginning with Thomas Street Pocket Park.

Continue place-making by providing for animation and ownership of public spaces with collaboration and public engagement at its centre.

Gather and analyse data from 2022 Census, Pobal deprivation index etc. to support the work of the WCQ project particularly in community engagement.

Continue to support festivals and events to take place in WCQ.

Communicate the WCQ project to a local, regional and national audience – replace signage, redevelop website and develop an inclusive communications plan.

Objective 2: Enhance the O'Connell Street area by supporting the URDF funded regeneration developments.

Support developments on Thomas Street including Art House 1, Art House 2 and the pocket park.

Work with Economic Development and SETU to develop proposals and funding applications to Enterprise Ireland for Scéal Smart Cities project on Hanover St.

Work with WCCC Architects Department to develop a proposal for 25/26 O'Connell Street.

Creative Waterford.

Objective 1: To implement the strategic priorities of the Waterford Creativity and Culture Strategy 2023-2027.

Strategically coordinate actions which implement the priorities of the Waterford Creativity and Culture Strategy 2023-2027.

Organise and implement grant calls and activities including Cruinniú na nÓg and Creative Communities Open Call 2024. Lead the Waterford Creativity and Culture Team in devising a programme of projects and events that support the strategic priorities.

Lead the Shared Island Project delivery in partnership with Mid and East Antrim Borough Council.

Where relevant, apply to additional Creative Ireland Programme funding streams and support partnerships including ACT Waterford II and Glór dance project.

Carry out marketing and communications in relation to the Creative Ireland Waterford Programme ensuring that the brand is carried throughout all public platforms.

Facilitate and implement correct reporting procedures to the national Creative Ireland Programme team.

Arts Service

Objective 1: To offer everyone in Waterford access to and public engagement with the arts. To promote diversity within the arts and to provide the highest quality of arts provision across the City and County.

To operate a creative annual arts programme across all artistic disciplines and to oversee and/or support Council developed galleries and their exhibitions programme for 2024.

Work with artists, events managers, arts producers and others to organise events and activities that support artists and creative artistic activities under the various funding streams as they arise.

Process and administer the annual Arts Practice, Venues and Festivals Grants for 2024 as well as the Phase 2 products.

Process and administer the ArtLinks programme and other awards/bursaries for 2024.

Continue to work collaboratively with partners including the Arts Council, The Dept of Arts, ETB, Visual Arts Ireland, Music Generation as well as other departments in WC&CC such as Libraries, IS, WCQ, and Creative Ireland to maximise the potential of activities, events and programmes throughout the year.

Promote and participate in national and local events such as Culture Night, Summer In The City, Bealtaine, Poetry Day Ireland, Samhain (Dept of Arts), Féile an Grianstad, Literary festivals and awards and other events that raise the profile of the arts and support artists.

To continue to engage in new digital processes and encourage and facilitate artists with these processes.

To continue to engage with the wider public via waterfordarts.com and the Council's social media to make arts information accessible.

Objective 2: To strategically plan for Arts provision and investment into the Arts in Waterford.

Deliver a new Strategic Arts Plan for Waterford City and County by Q4 2024.

Human Resources, Payroll & Health & Safety.

Objective 1: Plan and Deliver our organisations workforce requirements.

Ensure the organisation's structure is appropriate for the delivery of corporate strategic goals and objectives by ensuring that the right staff are in the right place at the right time.

Review the recruitment process to ensure it is appropriate to attract and recruit staff with the knowledge, skills and competencies for roles as they are advertised.

Work with SETU to explore development of third-level programmes in professional disciplines where there are challenges in recruitment.

Enhance the new employee experience by developing online pre-boarding and onboarding sessions.

Implement a modern Performance Management Development System that supports formal and informal meetings with staff and their line managers to agree and support delivery of objectives which supports and improves performance at individual, team and organisation levels.

Objective 2: Be an Employer of Choice.

Continue to implement a multi-platform campaign to raise awareness of the diverse, impactful and valuable work of the local government sector as part of the wider public service.

Promote the career opportunities and the potential for development and progression offered by working in local government.

Develop an improved form of online recruitment.

Continue to review and monitor Blended Work Policy and arrangements.

Improve staff retention through effective staff induction and

Deliver actions as outlined in the Arts Council Framework and to review the current Framework in the context of the Arts plan process.

To continue the focused work on the Waterford Art Collection and with the Visual Arts Co-Ordinator, develop the Visual Arts Strategy to fit in with the timeline of the overall Arts Plan.

Finalise move of art works to new storage facility and implement appropriate management, security and risk register for storage of collection.

probation management and learnings from feedback of staff leaving the organisation.

Objective 3: Create a culture of continuous learning and development.

Deliver staff training that prioritizes key organisational need and additional needs informed by the PMDS process.

Provide employees with equal opportunity and access to training and development.

Develop an online Learning Management System in conjunction with the IS department, ensuring alignment of L&D programme with corporate priorities.

Provide leadership and staff management training and support to line managers and supervisors.

Develop a mentoring programme.

Objective 4: Promote Positive Employee Relations and Engagement.

Work with IS to develop a staff communication platform which would facilitate timely and meaningful consultation with all employees on key organisational activities and plans.

Facilitate the development of an industrial relations climate that provides a mechanism for management of change, managing performance and resolving issues under dispute in accordance with the relevant dispute resolution mechanisms.

Support the Water Services transition to Uisce Éireann

Objective 5: Create a Fair, Supportive and Healthy Working Environment.

Ensure compliance with employment, equality, disability, data protection and privacy legislation in relation to all HR matters. Develop a Terms of Reference for the inhouse Health & Wellbeing Committee to effectively Implement the Health & Wellbeing policy and National Mental Health Strategy and Mental Health policy.

Further develop the Intranet offering in relation to Health & Wellbeing.

Prioritise manual Health & Safety training in accordance with updated training matrix.

Objective 6: Ensure a Safe Working Environment, Safe Systems of Work and Safe Plant and Equipment

Information Technology.

To ensure the Council has in place modern and efficient technological, information and communication systems capable of meeting its business needs and the needs of our customers.

Objective 1: Continue to enhance Cyber Security and Corporate Risk management.

Continue to Implement Additional security measures and controls.

Continue run Cyber Security Awareness and readiness Programmes.

Objective 2: Migration from Legacy Systems to the Cloud.

Continue migrate from existing on premises systems to the cloud, where feasible.

Optimise M365 Licensing & Implement Digital Signatures.

Continue to digitalise Service Design- enabling on-line services, forms, customer service applications and integrations.

Enable Low-Code/No-Code Development of Apps.

Implement a Digital Records, Data Management and Retention system.

Implement FME Enterprise.

Website updates and enhancements – Improving the Citizen Experience.

Objective 3: Reducing Technical Debt to reduce corporate risk, reduce cost and increase technical flexibility

Develop a culture of Health & Safety as an integral part of all services

Promote continuous improvement of the Safety Management System.

Provide information systems to optimise Health and Safety (H&S) processes.

Provide and review H&S working systems and documentation.

Ensure the programme of inspections is implemented across all departments

Complete internal H&S audits.

Liaise and engage with relevant third parties

Perform network refresh/update.

Implement SD-WAN for multiple locations.

Continue Update internal infrastructure.

Undertake Teams Telephony Pilot.

Implement Additional Teams enabled meeting rooms.

Enable Hybrid Meeting and Meetings broadcast from Council Chamber in City Hall.

PBX/ Telephony Review.

Continued Implementation of National Broadband Plan & Continue to support WIFI4EU.

Develop and support Dungarvan Digital Transformation Hub. Develop The Smart South East- a collaborative Data/Open Data Project between the South Eastern Region Local Authorities.

Objective 4: Enabling Appropriate and Rapid Change Across the Organisation.

Support ongoing Continuous Improvement (CI) projects and processes.

Implement Knowledge Tools and Process in Support of Staff.

Implement Organisation wide Standard Operating Policy and

Procedure management software.

Implement Organisation Wide Learning Management System LMS.

Implement ITIL Certified Service Desk with integrated knowledgebase.

Enable and foster communities of practice within the organisation and across the sector.

Provide allocated time during the week dedicated to staff training and upskilling.

Provide Live training sessions streamed across the network & Training and CPD for IS Staff.

Knowledge Transfer During Project Work with external specialists.

Objective 5: Develop a Data and AI Strategy- Enabling Data Driven Decision making, optimising operations and publishing open data.

Perform data audit across entire Council network & define and implement a Data Strategy.

Implement Artificial Intelligence and Knowledge Graphs.

Recruit Data Analyst for Smart SE project (3 year contract.)

Objective 6: Enable Mobility and Field Service Technologies.

Explore the Provisioning of Mobile Smart Phones for all Outdoor Staff.

Leverage the utility of M365 Mobile Applications.

Leverage the Utility of 3rd Party Modern Field Service, communication and document management apps.



Comhairle Cathrach & Contae Phort Láirge
Waterford City & County Council

