

To: An Cathaoirleach and Each Member of Kilkenny County Council.

Re: Service Delivery Plan 2015- Implementation Report

Dear Councillor,

The adoption and ongoing implementation of a Service Delivery Plan are legal provisions of the Local Government Reform Act 2014. The Annual Service Delivery Plan identifies the principal services to be provided by the Council to the public and must be consistent with the adopted budget and the adopted Corporate Plan.

I enclose for the information of members a copy of the December 2015 progress report in respect of the implementation of the Council's 2015 Service Delivery Plan. The progress report is based on the objectives and strategies outlined in the Corporate Plan, in each of the Service Areas, and sets out the actions in 2015 which demonstrates the Council's commitments to its customers under its numerous policies, plans and programmes. The programme of work undertaken is consistent with the 2015 adopted Budget & the provisions of the Corporate Plan 2014-2019.

A comprehensive work programme was undertaken through a variety of service delivery mechanisms, including direct service provision, by contract, through shared services in co-operation and in partnership with different agencies, through Service Level Agreements such as those with Enterprise Ireland and indirectly through the various collaborations with and grant & assistance schemes to, community & other groups.

The Council considered its first progress report in July 2015 and this report is the second progress report for 2015.

Amongst the key achievements in 2015 were

- Completion of Urban and Village Renewal Scheme at Thomastown and Ballyragget,
- Introduction of Traffic Calming measures in housing schemes.
- Further improvement and enhancement works to the Medieval Mile in Kilkenny City.
- Preparation of Master Plan for the Diagio Site
- Meeting the Housing needs of over 800 households through the various Housing schemes and programmes.
- Completion of N77 Ballynaslee Road Improvement Scheme & Completion of the Bohernatounish Rd. Improvement Scheme

- Commencement of Central Access Scheme & Bridge.
- Commencement of the Castlecomer Urlingford and Stoneyford Waste Water Treatment plants.
- New Public Convenience in Thomastown.
- Taking in Charge of 10 developments & works to unfinished estates.
- Conservation works to Tea House, Bateman Quay.
- Adoption of several Plans and Strategies including the SE Regional Waste Management Plan, Litter Management Plan, Housing Strategy, Estate Management Strategic Plan & Road Safety Plan,
- Energy Saving works to public lighting, in Library buildings and in other Council buildings.
- Civic Events including Tidy Towns Reception at which President Michael D. Higgins attended, Visit by Polish Ambassador, Receptions for EU Commissioner, Phil Hogan, Deputy Ann Phelan, Mayor of Kilkenny Minnesota, Major General Kieran Brennan, Brigadier Generals Philip Brennan & Joe Milligan, 40th Anniversary of the Order of Malta, Conferral of Freedom of City on Kieran Crotty, Festival, Community & Culture presentation night, Visit of Australian Ambassador & Trade , visit of Suzhou (Chinese) delegation, Reception for World Handball champions, Return visit of Mayor of Kilkenny to Minnesota, Service of Remembrance at Kilkenny Castle, and dedication of lands at Dunmore to Kilkenny GAA Board.
- The preparation of the Local Economy and Community Plan.
- The Establishment of Public Participation Network,
- Student Enterprise Awards, Entrepreneurship and enterprise support,
- Start Your Own Business training and a range of enterprise mentoring support including financial assistance.
- Tourism promotion activities including ongoing Festival support
- Progression of the Horse Project.
- Preparation of Ferrybank Community Development Strategic Plan.
- Community and Culture Facility Grant Scheme
- Participation in the Towns of Bloom Competition and ongoing support to the Tidy Towns Competition
- Provision of numerous initiatives to promote the Arts & an extensive range of Library services
- Development & Launch of 1916 Commemorations programme.

The Local Government Sector has developed a suite of Key Performance Indicators and the process by which the relevant data is gathered and published by the Local Government Management Agency will commence shortly. As soon as the information is collated a copy will be made available to members.

Yours sincerely,

Colette Byrne,
Chief Executive.
23 rd February 2016