

Ballincollig Carrigaline Municipal District Meeting on 20th April 2018

Report to Members on YourCouncil.ie

To: Chairperson and Each Member of the Municipal District

At the March meeting a discussion took place in relation to responses to representations.

As Members are aware the Council has had a considerable reduction in staffing levels over the past number of years. One of the tools used to try and overcome the difficulties that this has caused has been the use of online services and in particular the Council has spent considerable time in developing the 'yourcouncil.ie' portal.

Our Municipal District has the largest population of any MD in Cork (over 74,000, which is greater than 7 entire counties) and the largest number of Councillors. The area is also represented by 6 TD's. This is further complicated by the fact that the Area Office in Carrigaline also has responsibility for maintenance in part of the Bandon Kinsale MD.

Representations are currently generally submitted by e-mail, in person or by phone. There has been an increase in the issuing of a query to multiple representatives by individuals and this then often leads to multiple representations on a particular item.

Recording and responding to each individual representation takes time and ensuring that a response issues to all Councillors and TDs who made a submission in relation to the same issue is difficult. Having a representation made through the portal ensures that it is recorded and staff are able to see which issues are still awaiting a response.

I have spoken to one of the Service Republic Team in relation to utilisation of the 'yourcouncil' portal by Councillors. The Team are willing to provide training to Members who may not yet have availed of it on the use of the system. This could be done at the end of a Municipal District meeting or at some other suitable time and would allow for interaction and discourse to ensure the Members concerns are taken into consideration.

Currently the Team are working on a project, specifically to deal with representations in relation to Roads queries. The Roads project is based on successful implementation of the Housing project which has led to a considerable decrease in response time. Members are now receiving immediate email acknowledgements and 76% of cases are responded to within 1-3 days as opposed to over 10 days before the new system was implemented. They also intend to include one for other Municipal Services.

The team are also open to having Members involved in assisting in the development of processes, again with a view to ensuring that your concerns are given proper consideration.

Kevin O' Regan
Municipal District Officer